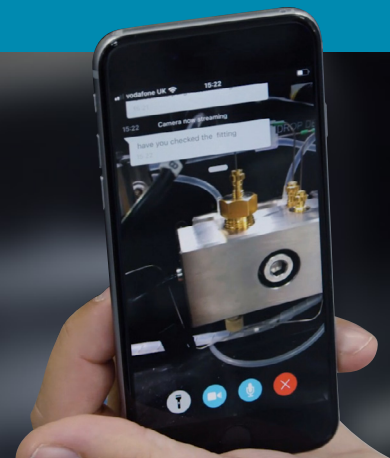


# Enhanced Digital Remote Support

Faster diagnosis to get up and running



Delivering unparalleled support for customers with a current service plan or warranty.

Experience field-trained, highly-qualified technical support engineers, faster diagnosis and off-site issue resolution in up to 35% of cases. With this advanced remote capability, we can troubleshoot your instrument's challenges even before onsite service calls are warranted to help keep your equipment running optimally.



#### Contact Unity Lab Services

**Dial 1-800-532-4752, option 2:** Direct transfer to experienced and certified technical engineers

**Email for USA and Canada:** [us.techsupport.analyze@thermofisher.com](mailto:us.techsupport.analyze@thermofisher.com)

**Instrument connection:** Thermo Scientific™ Almanac™ software “Click for Support” feature\*



#### Enhanced digital remote support

Faster diagnosis of issues through augmented reality, instrument health diagnostic data and other digital tools



#### Get instruments up and running faster

Factory-trained and certified service engineers resolve more than 35% of issues remotely and dispatch engineer with diagnosis and parts when on-site repair is needed and operations resume



#### We're listening

Share feedback on your experience through our survey program or directly with any Unity Lab Services representative

Ask how faster diagnosis and remote resolution can get you up and running faster, contact **Unity Lab Services** today.

\* The Almanac “Click for Support” feature is not available on all instruments and requires Foundation 3.1 SP11 or later. Visit [thermofisher.com/almanac](http://thermofisher.com/almanac) for specific instrument requirements.