

Subject: **Remote resolution to get you up and running faster**

Dear valued customer,

In these unprecedented and uncertain times, Unity Lab Services is working hard to keep you working - no matter what it takes. Here are the latest developments to assist in your mission.

Take advantage of enhanced digital remote support capabilities for remote resolution — In response to the COVID-19 situation, Unity Lab Services is now offering its enhanced Digital Remote Support capability, typically reserved for Contract and Warranty customers, to **all** customers for a limited time*. Experience 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 instruments challenges even before onsite service calls are warranted and help keep your equipment running optimally even if you are required to restrict third-party access to your facilities.

Supply chain considerations: We continue to closely monitor potential business impacts to ensure we can continue manufacturing and delivering key products and services, including carefully managing our inventory, production and supply chains. Thus far, we are not experiencing any major supply issues related to the coronavirus outbreak that might impact our service delivery.

For immediate service, please call Technical Support directly at 1-800-532-4752, option 2.

As always, we're in this together and steadfast in our support of your mission - we'll keep you informed of any service changes as time goes on.

[See how Thermo Fisher Scientific is responding to COVID-19](#)

** Enhanced Digital Remote Support capability will be available to all customers, regardless of contract and warranty status for a minimum of 30 days, scheduled to expire on May 01, 2020. We will continually monitor our customers' needs based on the active COVID-19 situation and adjust dates as necessary.*

Sincerely,



Daniella Cramp
President, Instrument and Enterprise Services