

## Specification Sheet

# Enhanced remote resolution to get you up and running faster

Don't delay your support response time — trust the experts who know your lab equipment the best. With the Unity™ Lab Services Tech Direct Service Plan, you get up to 50% remote resolution and an annual preventive maintenance visit, so your work doesn't have to wait.

### The Tech Direct service plan features:

- Annual preventive equipment maintenance for increased uptime
- Unlimited priority access to OEM-trained and certified lab equipment technicians
- Faster troubleshooting, diagnosis, and up to 50% remote resolution
- The most comprehensive remote monitoring to deliver real-time data and decisions with auto notification sent to technical support experts for active resolution†
- 15% discount for on-site corrective maintenance with three-business-day priority response target\*

### Remote service plus proactive support

The Tech Direct service plan is available for laboratory equipment, including biosafety cabinets, centrifuges, cold storage, CO<sub>2</sub> incubators, and water purification equipment. One-year and multi-year options are available.

Visit [unitylabservices.com/labequipmenttechdirect](https://unitylabservices.com/labequipmenttechdirect) to learn more or request a quote.

**No need to wait—our tools and expertise enable remote resolution for up to 50% of issues**

### Enhanced digital tools:



#### Smart connected services

Diagnostic data and proactive monitoring



#### Secure remote desktop control

Let our experts navigate



#### Easy-to-use augmented reality (AR)

We see what you see and guide you in real time

Specifications	Tech Direct service plan	Compared to no service plan
<b>Remote diagnostic and repair services</b>		
Unlimited priority access to technical support	●	Limited support
Priority remote diagnosis and remote repair, when possible	●	Limited support
<b>Preventive maintenance services</b>		
Prescheduled, on-site preventive maintenance (PM) and PM parts kit, as applicable	●	Full charges apply
Software and firmware updates during preventive maintenance visit as required*	●	Full charges apply
<b>On-site corrective services</b>		
Priority on-site response commitment †	3 business days	Standard response time
On-site corrective maintenance	15% discount Factory-certified parts and labor	Full charges apply
Corrective maintenance repair guarantee	1 year	90 to 180 days
<b>Smart Connected Services ‡</b>		
Real-time 24/7 digital remote monitoring	●	Not available
Intelligent health reports with advanced control charting	●	Not available
Auto notification sent to technical support experts who quickly identify and resolve issues	●	Not available
<b>Value-added services</b>		
Loaner equipment, based on availability §	●	Not available
Loyalty discount on parts, accessories, and consumables	15% discount	Not available
Access to Unity Lab Services online knowledge bases	●	Not available
Discount for on-site or institute-based training (where applicable)	10% discount	Full charges apply
<b>Additional services available for purchase</b>		
Qualification and calibration services	10% discount	Full charges apply

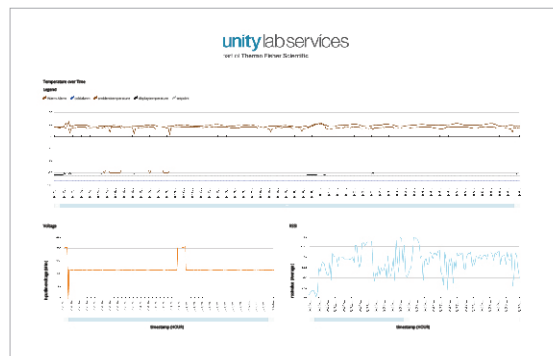
# Connect to real-time data and decisions

Unleash the power of Thermo Scientific™ Smart Connected products<sup>‡</sup>

Smart Connected Services offers comprehensive remote monitoring, reporting, and response support to actively protect sample integrity.<sup>‡</sup> Go beyond temperature with up to 63 critical telemetry data parameters utilizing the most vital data and proactive outreach from technical support experts to monitor the health of critical laboratory equipment. Now exclusively available for select ULT freezers, protect your samples with:

- Real-time, 24/7 remote monitoring of up to 63 critical parameters, including temperature, voltage, filter status, and more
- Intelligent health reports with advanced control charting to analyze current and historical data sets for anomalies across your fleet
- Auto notification to Unity Lab Services remote support experts to quickly identify and resolve issues before they impact sample integrity

Protect your equipment and your samples with the most comprehensive monitoring and active response support for TSX Series ULT freezers, available exclusively with a Unity Lab Services laboratory equipment service plan or Total Care Warranty.<sup>‡</sup>



Device Health Report

## The Unity Lab Services Advantage

Unity Lab Services provides superior service and support that gets you up and running faster.



### Service and support excellence

- Instrument issues are resolved remotely up to **50%** of the time
- Digital remote support capabilities help diagnose, repair, and increase first-time fixes
- Proactive preventive maintenance visits increase instrument uptime

### OEM technical expertise

- Unparalleled knowledge and service expertise
- Direct access to more than **2,000** highly experienced and OEM-certified service professionals with an average of **18** years of experience maintaining scientific instruments

### Proven track record

- Over **50** years serving science, delivering seamless service commitments and improving overall service experiences
- Preferred asset management advisor and trusted partner, improving lab operations
- One of the broadest and most comprehensive sets of service solutions in the industry

### Global reach

- Consistent global execution with service professionals located strategically across the globe in **23** countries
- Committed to providing the fastest response possible, increasing lab productivity and uptime

\*Guaranteed response time may vary by location

<sup>‡</sup>Upgrades to new versions of software not included

<sup>‡</sup>Only available with select device link enabled products

<sup>‡</sup>Loaner product subject to availability

Service coverage may vary. Please contact your local sales representative for more information about services in your location.

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