



Beyond repair to responsive care

**Superior quality service plans to reduce
downtime and get you up and running faster.**

You depend on the performance of your lab instruments, and you should be able to depend on your service provider to help keep them running. At Unity™ Lab Services, part of Thermo Fisher Scientific, we understand that there's no time for downtime and that getting you up and running fast is critical to your lab's success.

As one of the industry's largest service and support organizations with more than 2,000 original equipment manufacturer (OEM)-certified service professionals with an average of 18 years of experience maintaining scientific equipment, our Unity Lab Services team is ready to assist you when you need us. Laboratories worldwide count on us to deliver industry-leading service and support. You can too. Choose superior quality service solutions that will get your instruments up and running faster with:

- Superior service delivered by highly experienced and certified engineers and support staff
- Proactive preventive maintenance to increase instrument uptime
- Digital remote technical support for faster troubleshooting, diagnosis, and instrument resolution

50%
faster
response
time

Customers with a service plan experience more than a **50%** improvement in response time and a **30%** reduction in downtime compared to those without a service plan.*

30%
less
downtime



Service plans designed for you

Built on more than 50 years of service expertise, our superior-quality service plans for Thermo Fisher Scientific instruments and laboratory equipment get your lab up and running fast. With a Unity Lab Services plan, you'll maximize system uptime, get fast repair turnaround time from manufacturer-trained and certified field service engineers (FSE), and extend the life of your instrument.

Every new instrument purchase comes with a 1- to 3-year factory warranty. Extended coverage service plans are also available at the time of instrument purchase.

Only customers under warranty or with service plans receive yearly preventive maintenance (PM) to proactively protect instruments along with access to Digital Remote Support tools to help prioritize and resolve issues as soon as possible.



Preventive maintenance

Included with all service plans, regular **preventive maintenance** on an instrument can proactively identify and resolve issues before they impact performance.* This service helps ensure the accuracy of your analytical results and provides a higher probability that operational qualifications will pass required specifications and audits. A typical PM may include overall inspection, cleanup, replacing worn parts, tuning, and more. We recommend combining your PM with instrument qualification services to save time and minimize disruptions in your lab.



Digital Remote Support capability

All of our service plans include exclusive access to **Digital Remote Support** tools to help keep your instruments and your lab running smoothly. Secure, remote desktop support with augmented reality capability helps identify and resolve instrument issues remotely more than 35% of the time, reducing the need for some on-site repairs.** Should your instrument require an on-site visit, these digital repair tools allow our engineers to diagnose, isolate necessary parts, and prepare for repairs, increasing first-time fix rates.

Choose the plan that's right for your lab

We offer service plans for mass spectrometry, chromatography, trace elemental, molecular spectroscopy, sample preparation, and discrete industrial analyzer instruments. To get you up and running faster, three options are available to balance your response needs, productivity, and uptime requirements.

		Tech Direct	Essential & Extended Warranty	Premier
		Faster diagnosis and remote resolution to get you back up and running	Decreased downtime with regular maintenance and upkeep	Fastest, highest priority response time available for critical operations
Specifications	Ideal for >	Immediate tech support with on-site response when needed	Comprehensive maintenance with predictable service costs	Instrument availability and uptime prioritization
Preventive maintenance with parts and software updates		●	●	●
Enhanced Technical Support with priority response and remote resolution		●	●	●
On-site response time		5 days	3 days	2 days
Corrective maintenance including parts, labor, and travel		10% discount	●	●
Service history and site management reviews				●

For a full list of specifications available for each service plan, visit unitylabservices.com/service-plan-options.

Add-on services

Additional compliance service options are available to enhance your service plan.



Qualification services

Qualification services verify and document that instruments are installed, operating, and performing according to manufacturer's specification and standards. As the OEM for Thermo Fisher Scientific instruments, Unity Lab Services offers installation qualification (IQ) and operational qualification (OQ) services to help ensure your critical instruments meet global standards and mitigate the risk of regulatory non-compliance. Documentation ready for audits is included.



Preventive maintenance add-on service

While not technically a qualification service, PM is considered to be a maintenance procedure that brings instruments to "day 1" condition or as close to it as possible. A typical PM procedure includes inspection, cleanup, replacement of worn parts, tuning, and more. A PM is recommended before all OQ and re-qualification (RQ) service events to ensure all tests pass within OEM specifications.

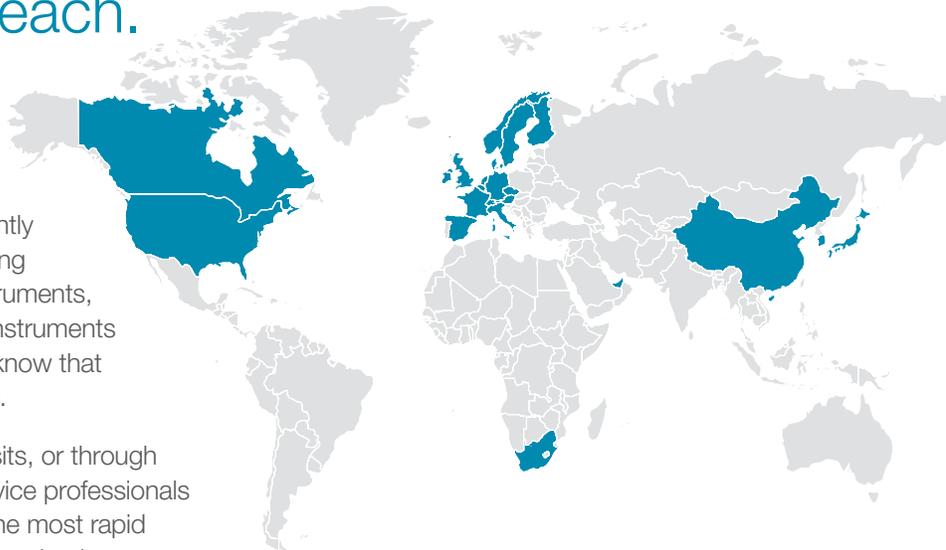
Visit our [qualification services](#) and [preventive maintenance services](#) web pages to learn more or to request a quote for additional add-on services.

Local service. Global reach.

Service professionals located worldwide to assist you

When you partner with Unity Lab Services through a service plan, you get a trusted advisor who consistently delivers the support you need to keep your lab running smoothly. When you have questions about your instruments, we get you answers quickly because we know the instruments better than anyone. We know your science and we know that every minute you're delayed is precious time wasted.

Whether we contact you by phone, email, on-site visits, or through our digitally enhanced remote support tools, our service professionals located in 23 countries are committed to providing the most rapid response possible to keep your instruments running and to increase your lab productivity and uptime.



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 **35%** of the time
- Digital remote support capabilities help diagnose, repair, and increase first-time fixes
- Faster path to resolution — **50%** faster response time and **30%** reduction in downtime with a service plan
- 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

Visit unitylabservices.com/service-plan-options to request a quote for service or to learn more.

* Internal records suggest that proactive, annual preventive maintenance can reduce the number of instrument repairs by up to 50% and decrease instrument downtime by as much as 30% when compared to *ad hoc* time and materials repair visits.

** Internal records suggest that instrument issues are resolved remotely more than 35% of the time using Digital Remote Support services. Remote monitoring and diagnostics capabilities may not apply to all instruments. Please check with your local service representative for availability.

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