

## Specification Sheet

### Total service and support when you need it most

Protect your samples and your budget with the service and support you've come to know and trust to fit all your lab equipment needs. With Unity™ Lab Services Total Care Lab Equipment Service Plan for Thermo Scientific™ products, you'll experience faster response times and proactive maintenance solutions to get your lab up and running faster.

**50%** faster response time

#### The Total Care service plan features:

- Two-business-day, on-site target for corrective maintenance and repairs\*
- 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 to technical support experts for active resolution†

As our top priority, service plan customers see faster responses and less downtime than those without a service plan.

Up to **50%** remote resolution

#### Ensure your work with a comprehensive service plan that allows for a faster response time

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

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

Specifications	Total Care service plan	Compared to no service plan
<b>On-site corrective services</b>		
Priority on-site response commitment*	2 business days	Standard response time
On-site corrective maintenance	●	Full charges apply
Corrective maintenance repair guarantee	1 year	90 days
<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 (1/system/year), as applicable	●	Full charges apply
Software and firmware updates during preventive maintenance visit as required†	●	Full charges apply
<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 to technical support experts to quickly identify and resolve issues	●	Not available
<b>Value-added services</b>		
Loaner equipment, based on availability‡	●	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

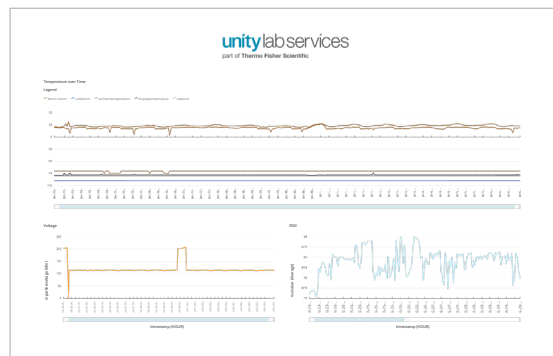
# Connect to real-time data and decisions

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 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

Connect today at [unitylabservices.com/digital-remote-support](https://unitylabservices.com/digital-remote-support).

## 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

<sup>†</sup>Guaranteed response time from receipt of PO. Available in select locations: Atlanta, Austin, Baltimore, Boston, Buffalo, Chicago, Cincinnati, Cleveland, Columbus, Dallas, Denver, Des Moines, El Paso, Houston, Indianapolis, Jacksonville, Kansas City, Los Angeles, Memphis, Miami, Milwaukee, Minneapolis/Saint Paul, Nashville, New York, Philadelphia, Phoenix, Pittsburgh, Portland, Raleigh, Richmond, Sacramento, Saint Louis, Salt Lake City, San Antonio, San Diego, San Francisco, Seattle, Tampa, Washington D.C.

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

<sup>§</sup>Only available with device link enabled products

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

<sup>||</sup>May not be available in all locations

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