

## Specification Sheet

### Comprehensive service to get you up and running faster

When you depend on the performance of your lab instruments, you can count on the Unity™ Lab Services team at Thermo Fisher Scientific to provide superior quality service that keeps your lab productive and running smoothly. With our most popular Unity Lab Services Essential Service Plan, when your instrument needs service, we'll get you up and running faster with 50% faster response times and 30% less instrument downtime compared to customers without a service plan.

#### The Essential service plan features:

- 3-business-day, on-site response target for corrective maintenance
- Unlimited Enhanced Technical Support with targeted immediate response, featuring Enhanced Digital Remote Support tools and experts that enable faster troubleshooting and diagnosis
- Proactive annual preventive instrument maintenance that increases uptime
- Remote resolution of more than 35% of issues with our remote repair services
- Service delivered by highly experienced and certified engineers and support staff

### A service plan that goes beyond repair to responsive care

The Essential Service Plan is available for mass spectrometry, chromatography, trace elemental, molecular spectroscopy, sample preparation, and discrete industrial analyzer instruments.

**50%** faster response time

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

**30%** less downtime

Specifications	Essential service plan
<b>On-site corrective services</b>	
Priority on-site response time target	3 business days
On-site corrective maintenance (Includes factory-certified parts, labor, and travel)	●
Corrective maintenance during qualification services	●
Replacement of malfunctioning computers purchased from Thermo Fisher Scientific and required for operation of the instrument	●
Industry-exclusive requalification (RQ) included free of charge during corrective maintenance visit if OQ was added to service plan	●
<b>Preventive maintenance services</b>	
Pre-scheduled, on-site preventive maintenance (PM) and PM parts kit (1/system/year)	●
Software and firmware updates during preventive and corrective maintenance visits, upon request*	●
<b>Remote diagnostic and corrective services</b>	
Priority remote diagnosis and repair, when possible*	●
Unlimited access to remote support engineers through our latest digital and augmented reality tools	●
<b>Value-added services</b>	
Priority status technical support with targeted immediate phone response**	●
10% training discount (where available, upon request)	●
10% discount on parts, accessories, and consumables (upon request)	●

Compare to support without a service plan
No priority response
Full charges apply, 2- to 6-hour minimum
Full charges apply
Full charges apply
Full charges apply
Full charges apply
Full charges apply
Full charges apply
Full charges apply
Not available
Not available
Not available
Not available
Not available
Not available

Optional services available for purchase	Benefits of Plan
Operational qualification (OQ)	Includes requalification (RQ)
Additional preventive maintenance (PM)	Discounted

Compare to support without a service plan
Full charges apply
Full charges apply

# The Unity Lab Services Advantage

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



## Service and support excellence

- Faster path to resolution — **50%** faster response time and **30%** reduction in downtime with a service plan
- Instrument issues are resolved remotely **35%** 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

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



\* Upgrades to new versions of software not included

\*\* Monday through Friday during standard business hours

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