

## Specification Sheet

# Enhanced digital response to get you up and running faster

## Unity Lab Services Tech Direct Instrument Service Plan

Let's face it: waiting around because an instrument is down halts progress — and it's even worse when circumstances prohibit service engineers from physically entering your lab. Priority response and the ability to remotely resolve more than 35% of issues help remove barriers to your research. Take advantage of our latest digital tools for remote support with the Unity™ Lab Services Tech Direct Instrument Service Plan to get your lab up and running faster.

### The Tech Direct service plan features:

- Remote resolution of more than 35% of issues with our remote repair services
- Unlimited Enhanced Technical Support, with targeted immediate response, featuring Enhanced Digital Remote Support tools and experts for faster troubleshooting and diagnosis
- Proactive annual preventive instrument maintenance that increases uptime
- Service delivered by highly experienced and certified engineers and support staff
- 10% discount for on-site corrective maintenance and repair with 5-business-day priority response target\*\*

## A service plan that raises the bar for remote and preventive care

The Tech Direct service plan is available for mass spectrometry, chromatography, trace elemental, molecular spectroscopy, sample preparation, and discrete industrial analyzer instruments.



**No need to wait — our digital tools enable remote resolution of 35% of issues.**

### Enhanced digital tools:



**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
<b>Remote diagnostic and remote repair services</b>	
Priority remote diagnosis and remote repair (when possible)	●
Unlimited access to remote support engineers through our latest digital and augmented reality tools	●
<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 maintenance and repair visits upon request*	●
<b>On-site corrective services</b>	
Priority on-site response time target**	5 business days
On-site repair (Includes factory-certified parts, labor, and travel)	10% discount
Instrument Requalification (RQ) during repair visit if OQ was added to service plan	10% discount
<b>Value-added services</b>	
Priority status technical support with targeted immediate phone response***	●
Training discount (where available), upon request	●
Premium subscription to Unity Lab Services online knowledge bases	●
<b>Optional services available for purchase</b>	
Operational qualification (OQ)	● Discounted requalification (RQ)
Additional preventive maintenance (PM)	● Discounted

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

- 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/techdirectserviceplan](https://unitylabservices.com/techdirectserviceplan) to learn more or request a service plan quote.



\* Upgrades to new versions of software not included

\*\* Response time targets begin once the PO has been received and are available within 150 miles of a major city.

\*\*\* Monday through Friday during standard business hours

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