

Service and support

Service solutions designed to protect your investment

The Ramina Process Analyzer

The Thermo Scientific™ Ramina™ Process Analyzer is a compact and portable Raman spectrometer with patented BallProbe™ technology, purpose-built for rapid deployment, ease-of-use, and flexible scalability in markets where time-to-results are key. With the Ramina system, businesses can conduct real-time, non-destructive, and immediate analysis without sample preparation.

Services and support

You advanced your business with the Ramina Process Analyzer. Now protect your system.

Proactively maintaining your system with preventative maintenance is key to accuracy and longevity. Safeguard against lost productivity and unexpected downtime with a service plan that provides technical support and instrument diagnosis, repair services, software updates/upgrades, training, and other value-added services to maintain your system compliance and meet your business needs.

Thermo Fisher Scientific offers service plans designed to maximize productivity and optimize performance throughout the lifecycle of your Ramina system.

Exclusive service advantages



Chemometrics model building and consulting

Our experienced team offers consultation support to help capture the total return on your investment. We are focused on providing custom-tailored solutions and assisting in building chemometric models to optimize efficiencies and support your business decisions.

- Collaboration and guidance on data collection, boundaries, and spectral analysis
- Data analysis to formulate and design a model
- Model building
- Consultation to ensure model validity
- Report analysis and review with a dedicated Chemometrician



Exclusive service advantages continued



Depot repair services

Equipment uptime is critical to your productivity. With our depot repair services, you can trust your system is cared for by a qualified service team who shares your goal to minimize downtime.

- Technical support during standard local business hours
- Expert diagnostics and quality repairs
- All labor, parts, and shipping costs are covered
- Equipment returned to factory specifications



System compliance services

Our system qualification services mean you can be confident that your system is installed, operating, and performing according to the manufacturer's specifications. A team of certified service engineers will conduct comprehensive tests to verify performance and provide qualification reports and certifications to support your business requirements.

- Perform installation qualification (IQ), operational qualification (OQ), and performance qualification (PQ)
- Support regulatory requirements
- Comply with GMP requirements — annual re-certification available

Service plans

Premium

The Premium service plan offers exclusive support advantages and includes on-site qualification services and training. With the Premium plan, you will be confident your system is running at peak performance.

Essential

The Essential service plan offers a unique hardware/software support blend to maintain the efficiency and productivity of your system.

Features	Premium	Essential
Technical support	•	•
Depot repair (labor & parts)	•	•
Software updates (fixes & security patches)	•	•
Shipping (to/from depot center)	•	Return only
Qualification services (IQ/OQ/PQ)	•	
User training	•	

Ordering information

Plan description	Catalog number
Premium 1-year service plan	820-00419-01
Essential 1-year service plan	820-00420-01
Remote chemometrics model building service	820-00429-01
Ramina onsite qualification (IQ/OQ/PQ) & training (per service event)	820-00418-01
Ramina virtual qualification (IQ/OQ/PQ) & training (per service event)	820-00417-01

 To learn more about our service offerings or to request a quote, email us at handheldanalyzerserviceplans@thermofisher.com.
Learn more at thermofisher.com/ramina