

Chemical identification

1064Defender Service Plans

As your touchless, point and shoot chemical identification device, the 1064Defender is a flexible tool to meet your business needs. A Thermo Fisher Scientific service plan ensures your system is not only available to you every day, but it can optimize your outcomes with online training courses, software updates and access to our reachback support.



Why Consider a Service Plan?

Cost control - Manage the high-costs of unplanned maintenance and repairs

Convenience - Easy to budget, multi-year coverage with one payment

Optimize productivity and uptime - Loaner minimizes unplanned downtime

Performance - Maintain increased efficiency and productivity with library updates

Service plans

Features	Premium	Advanced	Basic
Technical Support	•	•	•
All repairs (labor & parts)	•	•	•
To/from free shipping	•	•	•
Loaner unit	•	•	
Reachback support	•	•	
Up to 25 online training videos	•	•	
Software updates & upgrades	•		
Library updates	•		
50% off library expansions	•		

Ordering information

Contract Length		Premium	Advanced	Basic
1-year Service Plan	Part number	820-00384-01	820-00381-01	820-00378-01
2-year Service Plan	Part number	820-00385-01	820-00382-01	820-00379-01
3-year Service Plan	Part number	820-00386-01	820-00383-01	820-00380-01

Service Offerings Descriptions

Premium Product Support Plan

The Premium Product Support Plan delivers the highest level of value to maintain your system operating at optimum performance.

- Safeguard against lost productivity and unexpected downtime with the highest level of coverage for all repairs and access to a loaner unit.
- Unlimited technical support during standard local business hours to assist with troubleshooting and resolve issues quickly.
- Enjoy exclusive value-added services such as reachback support and an extensive online training library.
- Enjoy all system software as well as library updates are included.
- Take advantage of a generous discount on all library upgrades.
- All labor, parts and shipping costs associated with repairs are covered.

Advanced Product Support Plan

The Advanced Product Support Plan provides with a unique blend of hardware and additional value-added services.

- All labor, parts and shipping costs associated with repairs are covered.
- Unlimited technical support during standard local business hours to assist with troubleshooting and resolve issues quickly.
- Experience hardly any downtime with a loaner unit during repair events.
- Exclusive Reachback support access to enable effective identification expansion capability.
- Access to an extensive online library training videos.

If you would like to learn more about our services or request a quote, please email us at handheldanalyzerserviceplans@thermofisher.com

Learn more at thermofisher.com/1064defender