

Service and support

Services that protect your brand

Ensure product quality and boost performance

Service solutions are key for optimizing your check weigher, metal detector, or x-ray systems. Trust us to be committed to your instrument's reliability to ensure continuous product quality excellence.

The service team at Thermo Fisher Scientific offers comprehensive services for your instruments with access to a global technical support network, factory-certified engineers, consultants, and industry professionals. The service approach you select is essential for instrument productivity and longevity.

Partner with the industry leader in service

When you partner with us for service and support, you protect your instrument and ensure peace of mind. Our services are designed to proactively manage the health of your equipment and allow for planning and managing yearly service expenditures. In addition, you will appreciate our flexible service plans, add-on options, factory-qualified expertise, quality documentation for audit readiness, corrective care, and digitally enhanced support.

A service partnership empowers you to remain focused on your goals while we provide the training, maintenance, and help to keep your instruments running smoothly.

Exclusive service offerings

Your loyalty is always rewarded! When you grant us the right to help you keep your instrument at top efficiency, we will repay the favor with our commitment to providing quality service and guidance. We are in it for the long haul, together with you.



Preventive maintenance

Proactive instrument health includes:

- ✓ Regular, scheduled care for optimal system performance
- ✓ Complete safety checks
- ✓ Replacement of consumable parts



Calibration services

Ensure repeatable results with the service team providing:

- ✓ Periodic reviews of instrument accuracy
- ✓ Reviews of calibration equations
- ✓ Consultations with instrument operators



Certifications

Rely on a service team that:

- ✓ Delivers traceable certifications for quality regulations
- ✓ Provides factory-trained engineers
- ✓ Has manufacturing sites that are ISO9001 registered and compliant



Training and consultancy

Trust our consultants to support you throughout the instrument lifecycle:

- ✓ Guidance from highly knowledgeable application engineers
- ✓ Development of strategies to achieve the highest system performance



Remote support

In the unlikely case your instrument does experience a problem, our technical support team will:

- ✓ Provide remote technical support for immediate diagnosis
- ✓ Troubleshoot for a resolution to get you back up and running quickly



Priority response time

We are committed to providing service plan customers:

- ✓ Priority support
- ✓ Fast response times
- ✓ Preferred on-site support



Certified parts

Eliminate the unnecessary downtime from parts wear and tear:

- ✓ Regular part checks during preventive maintenance
- ✓ All parts guaranteed to meet instrument specifications
- ✓ Certified parts ensure systems operate at maximum productivity



Optimized budget

Eliminate surprises and control costs with:

- ✓ Predictable service budget
- ✓ Discounted services
- ✓ Control of service expenditures over multiple years

Service plans

We offer service plans for check weigher, metal detectors, or x-ray systems. We have designed three options to balance your response needs, productivity, and uptime requirements to keep you running faster.

	Premium	Advanced	Preventive
Preventive services			
Preventive maintenance (PM)	✓	✓	✓
PM consumables	✓	10% off	5% off
Calibration ¹	✓	✓	✓
Calibration/maintenance certification(s)	✓	✓	✓
Operator & maintenance training ²	✓	✓	
Customized classroom training	Option	Option	Option
Instrument optimization			
Remote application support	Business hours	Business hours	Business hours
Additional on-site application support	10% off	10% off	
Software & system upgrades	10% off	10% off	
ProVision	Option	Option	Option
System audit & consultancy	Option	Option	Option
Corrective maintenance			
Remote technical support	24/7	24/7	Business hours
Targeted onsite response	48 hours	72 hours	Priority
Labor & travel	✓	✓	10% off
Spare parts	✓	10% off	5% off
Spare parts stock advisory	✓		


¹ During scheduled PM only.

² During scheduled PM, up to 8 hours per year.

North America service plan entitlements listed.

Looking to get even more out of your service plan?

Enhance your service plan with a value-add option that sets you up for success.



✓ **ProVision software solution**
ProVision is a suite of programs that connects with over 50 models of check weighers, metal detectors, static scales, and x-ray machines from different manufacturers and allows the automation of collecting production data.

- **Versatility**—universal usage
- **Security**—data safely stored electronically
- **Monitoring**—view key parameters of the production process in real-time
- **Savings**—provides the ability to take corrective actions in real-time to reduce waste by up to 20% daily

Service plan

+

ProVision

Bundle ProVision with a service plan for extra benefits and the best value!

Contact a Thermo Fisher Scientific representative today for a service quote.
Learn more at thermofisher.com/productinspectionservice