

Thermo Scientific Customer Care service agreement

Checkweighers, metal detectors and x-ray systems

Invest in peace of mind with a Thermo Scientific™ service agreement. You'll ensure minimum downtime, priority response times and known costs – all tailored to your individual requirements. A Thermo Scientific Customer Care service agreement provides the responsive personal attention you expect from a leading global provider of product inspection solutions. Our global network of factory-trained service engineers and support staff ensure uptime is maximized.

Service options

- Service Agreements
- Unscheduled Visits
- On-Site Maintenance
- Depot Repair
- Calibration
- Parts and Consumables
- Technical Support
- Applications Support
- Product Assurance Services & Solutions (PASS)
- After-Hours Support



Reduced downtime

You can dramatically reduce production downtime and unnecessary product giveaway with regular preventive maintenance and pre-scheduled calibration visits.

Flexible coverage

We understand that our customers have their own unique requirements for service. That is why we offer a variety of service agreement levels. You can choose the level of coverage that best suits your needs.

Priority response

Customers with service contracts receive priority response over non-contract customers.

Manufacturer-certified parts

Your system is a sophisticated, precision instrument. To keep it operating at maximum productivity levels, we recommend that you use only original manufacturer-certified parts. All of our parts are guaranteed to perform to our instruments' rigorous design specifications.

Predictable costs

Eliminate surprises and control costs. A Thermo Scientific service agreement not only provides on-site service for a specific piece of equipment, it also guarantees the highest level of response at predictable costs.

Offerings	Platinum	Silver	Bronze
Validation	Available	Available	Available
Preventive Maintenance (number of visits)	2	2	1
Phone Support (may vary from country to country)	Included	Included	Included
Unscheduled Service: Travel Costs	Included	10% discount	5% discount
Unscheduled Service: Labor Costs	Included	10% discount	5% discount
Parts Costs	Included	10% discount	5% discount
Software Upgrades	Included	10% discount	5% discount
System Upgrades	10% discount	10% discount	5% discount
Product Assurance Services & Solutions (PASS)	5% discount	No discount	No discount
Depot Repair	Included	10% discount	5% discount



Options to enhance your agreement

- Additional calibration visits
- Multiple-year agreements
- Enhanced response time
- Additional preventive maintenance visits
- Global multi-site agreements
- Training
- System management report
- Asset management report

Quality

All engineers are factory trained and our manufacturing sites are ISO9001 registered and compliant. A machine calibration adjusts your instrument performance and we provide traceable certification for your quality systems.

Thermo Scientific Customer Care product lines

Checkweighing – Our high-speed checkweighers help you control underfill and overfill – maximizing your profits.

Metal Detection – High-performance detection of metal contaminants helps you to protect your brand.

X-ray Inspection – Provides advanced detection of physical contaminants, missing broken items and fill height.

Beverage – Contaminant detection helps ensure product quality.

Find out more at thermofisher.com/productinspection