

thermo scientific

A photograph of three Thermo Scientific service technicians in a laboratory setting. A woman with blonde hair and glasses, wearing a white lab coat and a green lanyard, is pointing towards a piece of equipment. Two men, also in white lab coats, are looking at the equipment with interest. The background is a blurred laboratory environment.

Certified Service Solutions

Thermo Scientific RadSafe Services

ThermoFisher
SCIENTIFIC

Configurable services tailored to your specific needs

Configurable services help you optimize the performance of your radiation equipment. Select from a wide variety of service products to maximize the productivity of your assets while managing the high cost of unplanned maintenance and repair.

Thermo Scientific™ RADSafe™ certified services provide peace of mind.

- Trained technicians
- Original equipment parts
- Certification to factory specifications

We recognize that service response is often critical to maximize equipment uptime. That's why we offer service based on your unique business needs.



Depot Services

Ideal for customers who need repairs, calibration, spare parts, rentals and advanced exchange services to support their instrument needs.

Field Services

Ideal for customers who require on-site service repair, annual preventive maintenance and support on critical instrumentation.

Services simplified

Choose from a wide range of RadSAFE configureable services to support your instrumentation ranging from extended warranties, preventive maintenance, calibration & optimization, depot flat-rate repair services and more.



SELECT

your support level

- Depot Services
- Field Services
- Length of Coverage

Configurable support levels allow you to meet your business and budget requirements



CONFIGURE

your support plan

- Extended Warranty
- Calibration/Optimization
- Preventive Maintenance
- Remote Monitoring & Reporting
- Software Support Plans
- Rental/Resale
- Commissioning & Start Up

Configure a service plan to optimize your level of support and maximize your equipment uptime and business efficiencies.



ENJOY

peace of mind

- Global Certified Service Provider
- OEM guideline Safety checks
- OEM guideline Performance/QC checks
- OEM Software/Algorithm Updates

Maximize the safety and productivity of your business assets with certified coverage while managing the uncontrolled costs of unplanned maintenance and repairs.



RadSafe configurable service offerings

Service Offering

Service Features

Software Support Plans	<ul style="list-style-type: none"> • Complementary software upgrades • Maintenance release patches • On-site maintenance and support • Documentation updates 	<ul style="list-style-type: none"> • Prioritized technical support • On-site emergency response
Rental/ Resale Program	<ul style="list-style-type: none"> • Certified Pre-Owned instruments • Calibrated and performance tested • Weekly and monthly rental options • Advanced Trades • Calibration compliant to ANSI Z540 	<ul style="list-style-type: none"> • Return packaging provided • Advanced Trades • Send us your broken unit, and we will send you a replacement
Remote Monitoring and Reporting	<ul style="list-style-type: none"> • Monthly Summary Reports • Software / Firmware Updates • Technical Support • System Alert reports on an as-needed basis 	<ul style="list-style-type: none"> • Single Incident Consultations • Remote instrument diagnostics • Operational status and predictive maintenance notifications • Reporting and data analytics
Extended Warranty	<ul style="list-style-type: none"> • RADSafe Certified service provider • Product repairs • OEM parts and labor • Software and firmware upgrades • Technical support 	<ul style="list-style-type: none"> • Re-calibration • Certificate of calibration • Travel and expenses • Shipping factory to customer
Preventive Maintenance	<ul style="list-style-type: none"> • RADSafe Certified service provider • 1 preventative maintenance per year • Visual inspection and cleaning • Diagnostic check to verify factory specification 	<ul style="list-style-type: none"> • Calibration to factory specification • Certificate of calibration • Software upgrades • Technical support
Calibration/ Optimization	<ul style="list-style-type: none"> • RADSafe Certified service provider • Certificate of calibration/optimization • N.I.S.T. Traceable • ANSI Z540 & ANS N323A • ISO 1725 Compliant calibration 	<ul style="list-style-type: none"> • Visual inspection and cleaning • Preliminary testing • Software upgrades - latest algorithm • Consumables replacement
Commissioning and Start-Up	<ul style="list-style-type: none"> • RADSafe Certified service provider • Installation assessment • Operational set up • Operator training 	<ul style="list-style-type: none"> • Start up and operational qualification • Certificate of qualification • Technical support

For comprehensive coverage on installed/onsite field instrumentation combine the extended depot (parts) & field warranty to get UNLIMITED coverage for both parts & labor.

Advance your skills, deliver expertise

Our comprehensive training courses provide you with the product knowledge and advanced skills that are needed to improve operation efficiency and ensure optimal value in your investment. Our training classes, available in a variety of course types, will provide you with in-depth knowledge of Thermo Scientific products, technologies and solutions.

Thermo Scientific™ RadSafe™

Training Benefits:

- Enhance productivity and safety
- Optimize your process
- Improve decision making
- Increase equipment uptime
- Manage and analyze data effectively

Two different levels of training based on your unique business and personnel needs.

Operational Maintenance Training

Ideal for customers who want operational understanding and certified expert user training.

Advanced Troubleshooting Repair Training

Ideal for customers who need full deep level repair understanding by certified subject matter experts.



* All courses offered are available for custom, on-site visits, except where noted

Find out more at www.thermofisher.com/radsafe

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