

Service Level Descriptions

Gas Analyzers

Service offering overview

Extended Warranty Agreement - 1 & 2 years

Standard Factory Depot Repair

Field Service Agreements

Protect Yourself for Peace of Mind

Thermo Fisher Scientific service plans provide comprehensive post-warranty service and support to help you improve productivity, maximize the value of your investment, and optimize performance with professional consulting services.

Benefits of support agreements:

- Flexible support solutions
- Prioritized response based on your business needs
- Optimum reliability via scheduled preventive system maintenance
- Optimum instrument performance
- Lower operating cost due to instrument failures
- Predictable operating costs

Extended Warranty (1 & 2 year options)

- 5 business days targeted turn around time
- Repair at factory depot
- Software upgrades & configuration support
- 1x annual preventive maintenance
- 1x annual calibration
- Includes return shipping back to customer
- Includes defective parts replacement, as needed



Service and support offered for the following instruments:

- Thermo Scientific™ iSeries
- Thermo Scientific™ iQ Series
- Thermo Scientific™ Mercury Systems

Factory Depot Repair: Post Warranty

- 10 business days targeted turn around time
- Fixed-price repairs & calibration
- Software upgrades
- Full cleaning & inspection of unit
- Replacement of worn & PM items
- Replacement of defective parts
- Calibration to factory specifications
- Full “as found” & “as left” service reporting

Field Service Level Agreement

	Post Warranty Period			
	Basic	Preventive	Advanced	Premium
Preventive Maintenance visit including PM consumables	✓	✓	✓	✓
Targeted response time for unscheduled call-outs	Within 6 work days	Within 5 work days	Within 3 work days	Within 2 work days
Unscheduled call-outs onsite labor and travel time	0% discount	5% discount	10% discount	15% discount
Spare Parts associated with repair (excluding consumables)	5% discount	10% discount	15% discount	20% discount
Hotline telephone technical support (normal business hours)	✓	✓	✓	✓
Response time via telephone or email	Within 3 hours	Within 3 hours	Within 2 hours	Within 2 hours

Support plan feature definitions

Preventive maintenance

The scheduled service visit conducted by a factory trained and certified engineer includes the engineer's site & travel time, travel costs (car hire, flights etc), incidentals such as hotels as well as any consumable items used during the maintenance visit. The recommended number of annual visits can be increased depending on the environment, application and usage.

Unscheduled emergency call-outs

Depending on the level of service contract, labour cost associated with a repair visit will be charged at the discounted rate.

On-site response time

This is the period of time we will aim to have a fully trained engineer on site after a request has been made and the commercial details have been agreed upon.

Technical support

A technical specialist will respond by telephone or e-mail within the time specified per your service agreement (i.e. two hours for premium agreement holders). All options of technical support is available during normal business hours, Monday through Friday, 8:30 AM to 4:30 PM (GMT—London).

Spare parts

To ensure maximum uptime, we can recommend the purchase of additional performance verified spare parts from the factory. These may be purchased at a discounted price if you have a current service contract.

Please contact us for more details at field.service.sales@thermofisher.com or ask your local service representative.

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