

Service for Materials Science

Services for Your Success

Services that lead to your desired outcomes

Whether you are discovering new materials, developing energy-saving electronic devices or recovering challenging resources, Thermo Fisher Scientific provides the cutting-edge product innovations and commitment to service that create an exceptional experience.

At Thermo Fisher, we are invested in your success—that is why we keep improving our service organization to provide market-leading support where and when you need it. Our robust portfolio of services will empower you at every phase of your system's life cycle, not only reducing downtime but also guaranteeing improved operations through continuous monitoring and optimization of your system health.

Best-in-class service infrastructure

Thermo Fisher offers exceptional customer value through a comprehensive warranty and a suite of maintenance services, including the support of experienced local field service engineers (FSEs) who will work closely with you to ensure your success. Thermo Fisher provides a full escalation processes centered around field service engineers and the Global Technical Support team (GTS), as well as our Factory team, who will assist with particularly complex challenges.

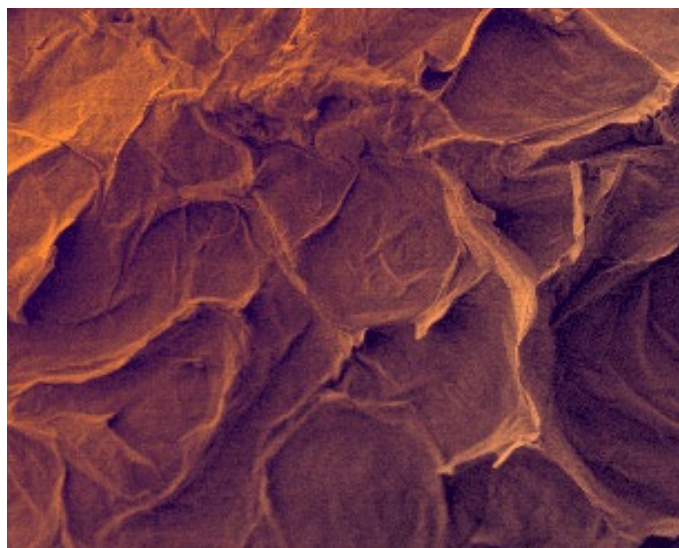
Key aspects of our service infrastructure include:

- Our Materials Science customers are supported by over 800 service staff members:
 - 400 dedicated Materials Science FSEs
 - 100 GTS employees
 - Thermo Fisher Scientific engineers average over 10 years of experience
- Strategically located service logistics warehouses are stocked with \$100M of spare parts inventory, ready to be expedited on-site.
- A robust training infrastructure developed through our NanoPort organization encompasses over 100 scientific staff, as well as more than 30 dedicated individuals managing for Documentation & Training.
- Direct and localized support is offered in 33 countries.
- We closely monitor customer satisfaction metrics to continuously improve their experience.

With Thermo Fisher, you choose the quality offering that best fits your service needs and budget

Our portfolio represents the hallmarks of Thermo Fisher's exceptional service, including market-leading preventive and corrective maintenance, technical support, software upgrades and certified spare parts.

To enable your success, we offer complete solutions that cover the entirety of your system's lifecycle. Prior to installation, Thermo Scientific™ Environmental Consulting Services will help you prepare your site in order to optimize system performance. After your system purchase, our technical experts will install your new instrument according to the most stringent standards of quality. Finally, after you start using your new system, you will enjoy unparalleled support during a one-year warranty (including FEG coverage, preventive maintenance and a targeted response time) before engaging one of our post-warranty service agreements.



Targeted support for customers in each region

	Premier	Preferred	Secure	Agile	Essential	Limited	Tech Direct
Asia		✓			✓		
EMEA		✓	✓	✓	✓	✓	
North America	✓	✓			✓	✓	✓

Materials Science Service Contracts

Service offering		Key features
Premier	For your most critical research and industrial scenarios , you cannot compromise on service. With on-site service visits as needed, spare parts and a targeted 24-hour response , our Premier Service provides comprehensive, premium coverage for all aspects of your system.	<ul style="list-style-type: none"> • Maintains your system in optimal condition with on-site maintenance visits as needed • Targeted 24-hour on-site response • Provides all spare parts, including FEG • Priority escalation response • Protects your system with annual preventive maintenance • Telephone and RAPID support from technical experts • Preserves correct system function with software upgrades
Preferred	Our most popular service offering provides unparalleled value. Offering on-site service visits as needed, spare parts and a targeted 48-hour response , our Preferred Service provides exceptional coverage for all aspects of your system.	<ul style="list-style-type: none"> • Maintains your system in optimal condition with on-site maintenance visits as needed • Targeted 48-hour on-site response • Provides all spare parts, including FEG • Priority escalation response • Protects your system with annual preventive maintenance • Telephone and RAPID support from technical experts • Preserves correct system function with software upgrades
Secure	Our Secure Service is perfect for customers who need comprehensive coverage and have a flexible schedule for maintenance. It includes unlimited service visits and all spare parts , so you will enjoy the benefits of a full-service contract at an excellent value.	<ul style="list-style-type: none"> • Maintains your system in optimal condition with on-site maintenance visits as needed • Targeted 7-day on-site response • Provides all spare parts, including FEG • Protects your system with annual preventive maintenance • Telephone and RAPID support from technical experts • Preserves correct system function with software upgrades

Service offering	Key features	
Agile	<p>Our Agile Service provides a rapid on-site response for customers requiring a select number of service visits. With a targeted 48-hour response and all spare parts included, you will enjoy premium service at an exceptional price.</p>	<ul style="list-style-type: none"> • Provides a targeted number of on-site service visits with parts included • Targeted 48-hour on-site response • Protects your system with annual preventive maintenance • Telephone and RAPID support from technical experts • Preserves correct system function with software upgrades
Essential	<p>Our Essential Service is ideal for those who prioritize intensive on-site support from our field specialists. With on-site service visits as needed and a 15% parts discount, you will minimize costs while enjoying the support of our world-class service experts.</p>	<ul style="list-style-type: none"> • Maintains your system in optimal condition with on-site maintenance visits as needed • Targeted 48-hour on-site response • Provides a 15% discount on service parts • Protects your system with annual preventive maintenance • Telephone and RAPID support from technical experts • Preserves correct system function with software upgrades
Limited	<p>You do not have to choose between optimal instrument performance and your bottom line. Combining one service visit and all the benefits of our world-class service, our Limited offering provides peace of mind at a phenomenal value.</p>	<ul style="list-style-type: none"> • Grants access to Thermo Fisher Scientific's global service infrastructure • Targeted 96-hour on-site response • One service visit with parts plus 10% discount on additional labor • Protects your system with annual preventive maintenance • Telephone and RAPID support from technical experts • Preserves correct system function with software upgrades
Tech Direct	<p>Our technology-driven support features fast and convenient access to Thermo Fisher Scientific service experts. With support available through multiple channels and a guaranteed on-site response time, Tech Direct is a cost-effective and efficient support solution.</p>	<ul style="list-style-type: none"> • Grants access to Thermo Fisher Scientific's global service infrastructure • Targeted 4-business-day on-site response time • 10% discount on parts • Provides service support via email, telephone and RAPID • Covers software updates when installed remotely

Service innovation

Thermo Fisher Scientific is constantly innovating to provide you with additional value. We will continue developing new offerings, both digital and traditional, that will help you achieve your desired outcomes faster and in an optimized way.

