

ARL—Service

Essential Service Plan

Comprehensive service to get you up and running faster

Why wait? Our digital tools remotely resolve 30% of reported issues.

Essential Service Plan

The performance of your quality control instrument is crucial in a sustained operations environment. With our popular Essential Service Plan, you will have the backing of industry experts, priority on-site visits, as well as immediate access to our dedicated remote technical-support specialist team. Your support specialist team can remotely resolve various issues to help you get up and running faster.

Take advantage of our latest digital tools for remote support with the Essential Service Plan to ensure that your instrument continues to operate at its full capacity.

Essential Service Plan features

- Our remote repair services resolve 30%¹ of reported issues with our remote repair services
- Unlimited access to Enhanced Technical Support, with targeted immediate response, featuring Enhanced Digital Remote Support tools and experts for faster troubleshooting and diagnosis²
- Unlimited on-site service visits with a three (3) business-day priority response target including parts
- Proactive annual preventive instrument maintenance that increases uptime
- Service delivered by highly experienced and certified engineers and support staff



Digital Remote Support

Get Direct access to our dedicated experts



Secure remote desktop control solution



Easy-to-use mobile video stream solution (AR)

¹ Based on data collected during a six-month pilot run in North America from more than 300 customers technical support inquiries.

² Monday through Friday, there is a two-hour guaranteed response time in English during standard business hours.

A service plan that raises the bar for response time, remote, and preventive care

The Essential Service Plan is available for the Thermo Scientific™ ARL™ Optical Emission Spectrometers, ARL X-ray Fluorescence Spectrometer, ARL Automation systems, and ARL EQUINOX X-ray Diffractometers.

Specification	Essential Service Plan	Compare to repairs without a service plan
Remote Diagnostic and remote repair services		
Priority on remote diagnostic and repair (when possible) with targeted immediate phone response* through DRS (Digital Remote Support)	●	Not available
Unlimited access to DRS through our latest digital tools	●	Not available
Preventive Maintenance Service		
Pre-scheduled, on-site preventive maintenance (PM) and PM parts kit (1/year) **	●	Full charges apply
Onsite Corrective Service		
Priority on-site response time target	Three business days	No priority response
On-site corrective maintenance (Includes factory-certified parts, labor, and travel)	Unlimited	Full charges apply, two-hour minimum
Value Added Services		
10% training discount (where available), upon request	●	Not available



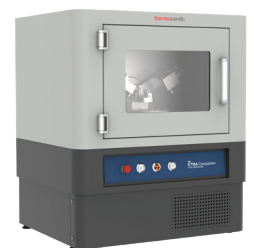
Thermo Scientific
ARL SMS Automation



Thermo Scientific
ARL Optical Emission



Thermo Scientific
ARL X-ray Fluorescence



Thermo Scientific
ARL X-ray Diffraction

* Monday through Friday during standard business hours; 2 hours guaranteed response time in English.

** Additional on-site preventive maintenance is available at a discounted price.

Find out more at thermofisher.com/bea-services

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