

Supplementary Terms and Conditions

Unity Lab Services Requalification Guarantee

Should your Thermo Scientific instrument or laboratory equipment require a repair while under the original factory warranty or a qualifying Unity™ Lab Services instrument service plan, we will requalify the repaired instrument or equipment at no additional cost. This guarantee does not cover optional repairs, relocations, consumables, or situations where a qualification test is interrupted due to customer intervention, power loss, or other situation out of the control of a factory-qualified field service engineer. Additional terms and conditions apply. All terms and conditions of service contract and factory warranty apply.

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Terms and conditions apply to Thermo Scientific analytical instruments, including mass spectrometry (LSMS, IOMS), chromatography (GC/GCMS, HPLC, IC/SP), trace elemental (ICPMS, ICPOES, AA), molecular spectroscopy, sample preparation, and discrete industrial analyzer (DIA) instruments where the operational qualification (OQ) has been 'added on' to a basic or extended warranty, or service plan. Operational qualifications purchased as a billable service or under factory warranty do not qualify for the no-cost requalification (RQ) and can be purchased a-la-carte at list price. Third-party instruments under Unity Lab Services contract or engagements do not qualify for the no-charge requalification guarantee.

For Thermo Scientific laboratory equipment (centrifuges, cold storage equipment, incubators, shakers, and remote monitoring sensors) under a Total Care Service Support Plan, the requalification guarantee is applicable for the duration of the active contract period. For Thermo Scientific laboratory equipment under original product warranty, the no-charge requalification is valid for up to two years following the original qualification service event. Third-party instruments under Unity Lab Services contract or engagements do not qualify for the no-charge requalification guarantee.

Find out more at
[unitylabservices/terms-and-conditions](https://www.unitylabservices.com/terms-and-conditions)

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