

## Specification Sheet

### Total service and support when you need it most

Protect your samples and your budget with an elevated warranty that fits all your lab equipment needs. With Unity™ Lab Services Total Care Lab Equipment Warranty for Thermo Scientific™ products, you'll experience faster response times and proactive maintenance solutions to get your lab up and running faster.

#### The Total Care warranty features:

- Two-business-day, on-site target for corrective maintenance and repairs\*
- Annual preventive equipment maintenance for increased uptime
- Unlimited priority access to OEM-trained and certified lab equipment technicians
- Faster troubleshooting, diagnosis, and up to 50% remote resolution
- The most comprehensive remote monitoring to deliver real-time data and decisions with auto notification to technical support experts for active resolution†

#### Ensure your work with a comprehensive warranty that allows for a faster response time

The Total Care warranty is available for laboratory equipment, including biosafety cabinets, centrifuges, cold storage, CO<sub>2</sub> incubators, and water purification equipment. Total Care warranty is valid for the duration of the factory warranty.

**50%** faster response time

As our top priority, Total Care warranty customers see faster response times and less downtime than those with a factory warranty.

Up to **50%** remote resolution

Visit [unitylabservices.com/totalcarewarranty](http://unitylabservices.com/totalcarewarranty) to learn more or request a quote.

Specifications	Total Care warranty	Compared to factory warranty
<b>On-site corrective services</b>		
Priority on-site response commitment*	2 business days	Standard response time
On-site corrective maintenance	●	●
Corrective maintenance repair guarantee	1 year	Equipment warranty
<b>Remote diagnostic and repair services</b>		
Unlimited priority access to technical support	●	●
Priority remote diagnosis and remote repair, when possible	●	●
<b>Preventive maintenance services</b>		
Prescheduled, on-site preventive maintenance (PM) and PM parts kit (1/system/year), as applicable	●	Not available
Software and firmware updates during preventive maintenance visit as required†	●	Not available
<b>Smart Connected Services†</b>		
Real-time 24/7 digital remote monitoring	●	Not available
Intelligent health reports with advanced control charting	●	Not available
Auto-notification to technical support experts to quickly identify and resolve issues	●	Not available
<b>Value-added services</b>		
Loaner equipment, based on availability‡	●	Not available
Access to Unity Lab Services online knowledge bases	●	Not available
Discount for on-site or institute-based training (where applicable)	10% discount	Not available
<b>Additional services available for purchase</b>		
Qualification and calibration services	10% discount	Not available

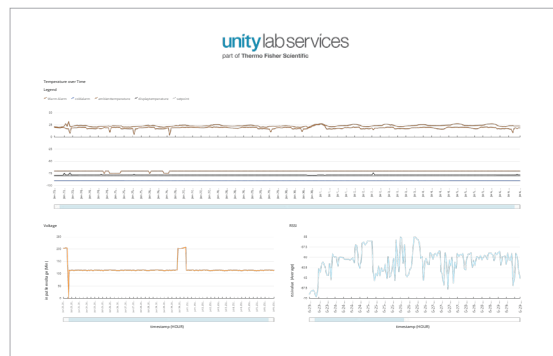
# Connect to real-time data and decisions

Unleash the power of Thermo Scientific Smart Connected products<sup>‡</sup>

Smart Connected Services offers comprehensive remote monitoring, reporting, and response support to actively protect sample integrity.<sup>‡</sup> Go beyond temperature with up to 63 critical telemetry data parameters utilizing the most vital data and proactive outreach from technical support experts to monitor the health of critical laboratory equipment. Now exclusively available for select ULT freezers, protect your samples with:

- Real-time, 24/7 remote monitoring of up to 63 critical parameters including temperature, voltage, filter status, and more
- Intelligent health reports with advanced control charting to analyze current and historical data sets for anomalies across your fleet
- Auto notification to Unity Lab Services remote support experts to quickly identify and resolve issues before they impact sample integrity

Protect your equipment and your samples with the most comprehensive monitoring and active response support for TSX Series ULT freezers, available exclusively with a Unity Lab Services laboratory equipment service plan or Total Care warranty.<sup>‡</sup>



Device Health Report

Connect today at [unitylabservices.com/digital-remote-support](https://unitylabservices.com/digital-remote-support).

## The Unity Lab Services Advantage

Unity Lab Services provides superior service and support that gets you up and running faster.



### Service and support excellence

- Instrument issues are resolved remotely up to **50%** of the time
- Digital remote support capabilities help diagnose, repair, and increase first-time fixes
- Proactive preventive maintenance visits increase instrument uptime



### OEM technical expertise

- Unparalleled knowledge and service expertise
- Direct access to more than **2,000** highly experienced and OEM-certified service professionals with an average of **18** years of experience maintaining scientific instruments



### Proven track record

- Over **50** years serving science, delivering seamless service commitments and improving overall service experiences
- Preferred asset management advisor and trusted partner, improving lab operations
- One of the broadest and most comprehensive sets of service solutions in the industry



### Global reach

- Consistent global execution with service professionals located strategically across the globe in **23** countries
- Committed to providing the fastest response possible, increasing lab productivity and uptime

\*Guaranteed response time may vary by location

<sup>‡</sup>Upgrades to new versions of software not included

<sup>‡</sup>Only available with select device link enabled products

<sup>‡</sup>Loaner product subject to availability

Service coverage may vary. Please contact your local sales representative for more information about services in your location.