

Services and support

Maximize uptime and elevate performance



FlexCare service plans: From small-scale to large enterprise operations, we've got you covered

At Thermo Fisher Scientific, we understand that reliable equipment is crucial to your bioprocessing operations. That's why we developed FlexCare services to help your single-use equipment operate at its best while helping you maximize productivity. Whether you're focused on innovation and speed or optimizing your workflow, FlexCare services empower your team to stay focused on your important work.

Dedicated service—tailored support for every team:

- ✓ For procurement: Enable cost predictability, with flexible service agreements that align with your budget and procurement cycles
- ✓ For engineering: Support advanced equipment performance, with technical support and application insights when you need them most
- ✓ For operations: Reduce downtime, with fast response times and reliable service coverage








**Up to
2x faster**
response times





Decades
of experience in
bioprocessing
technologies



Global
network of experienced
professionals and
support teams

Benefits of FlexCare services

				
Flexible options	Built for single-use bioprocessing	Predictable costs and no surprises	Proactive maintenance	Dedicated support
Whether you're managing a few units or scaling across multiple sites, our service plans are tailored to your needs.	Designed specifically for single-use systems, helping to promote optimized performance and reliability.	All-inclusive pricing for maintenance, repair parts, and training, to keep your budget in check.	Help prevent downtime with scheduled service visits and proactive problem-solving.	Get priority response times and knowledgeable technical assistance as needed.

FlexCare service plans		Extended warranty*	Essential	Premier	Enterprise**
 Response time	Remote	1–2 business days	Next business day	Same day	Priority
	On-site	5 business days	3 business days	1–2 business days	Same day
	Priority help line	✓	✓	✓	✓
 Corrective maintenance	Cost of labor	✓	✓	✓	Fully customizable options
	Travel	✓	✓	✓	
	Repair parts	✓	✓	✓	
 Preventative maintenance	Cost of labor		✓	✓	
	Travel		✓	✓	
	Exchange parts due to wear		✓	✓	
	Number of visits		1 per year	1 per year	
 Added benefits	Spare parts		15% discount	✓	
	Training		15% discount	15% discount	

* Extended warranty is only available with the purchase of a new system.

** The Enterprise plan is ideal for sites managing 25+ assets or operating large-scale production facilities. Contact us for module details.

Reliable, cost-effective, and ready when you need us

Contact your sales representative or email a customer experience specialist today at ussc2.servicesupport@thermofisher.com



 Learn more at thermofisher.com/flexcare

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