

# TruService solutions

A full range of service solutions for every budget and operating plan



Our modern automation and control equipment is reliable and requires very little servicing. However, some processes can be chemically or biologically aggressive, causing equipment and instruments to need maintenance, calibration, or replacement parts.

To maximize uptime, fully qualified field service engineers are available for telephone and remote support. Tasks can be performed by site maintenance personnel, but when help is required, our service team is on call for support.

The Thermo Scientific™ TruService™ solution can provide the right balance between the service you require for your equipment and your budgetary needs.

- Plan pricing is based on a set number of on-site service hours per year; the more hours purchased, the larger the daily rate discount
- Plans include special discounts on upgrades, software, customizations, spare parts, and training
- Plans allow same-day or next-business-day telephone and/or remote support
- When required, a service technician can arrive on-site within 2–4 business days, depending on the plan

## Service offerings include:

- Preventative maintenance
- Corrective maintenance
- Remote access
- Software installation
- OPC connectivity
- System installation and decommissioning
- Additional hardware integration
- Upgrade support
- cGMP documentation support
- System startup and refresher training
- Loop tuning and system configuration
- Technical support
- Discounts on spare parts and safety stock

## Clear and simple annual plans

### Elite

- 40 hours of on-site services
- On-site response time of 1–4 business days
- 5% discount\*

### Premium Elite

- 80 hours of on-site services
- On-site response time of 1–3 business days
- 10% discount\*

### Super Elite

- 160 hours of on-site services
- On-site response time of 1–2 business days
- 15% discount\*

\* Discount applies to any upgrades, spare parts, hands-on training, and custom software development.

### Custom service plans

These service plans offer flexibility to be tailored to meet your business-specific maintenance and budgetary needs across single or multiple locations.

## FAQs

### How are hours billed?

Telephone and remote support is billable in 30-minute increments for troubleshooting and investigation. On-site hours are calculated from the moment the field service engineers arrive at your facility to the time they leave. Please note that the minimum on-site billable time is 4 hours, measured in 30-minute intervals thereafter.

### What if hours are not used?

Unused service hours will expire one year from your plan's start date. Service plans can guarantee resources are allocated to your account and are available when needed. Unused hours can also be used for training or any other noncritical support upon the customer's request.

### What services are performed on-site?

We will make every attempt to resolve issues on the phone or remotely to limit the number of service hours used. If this does not provide a suitable resolution, an on-site visit will be scheduled at the user's convenience.

### What if we don't have a service plan?

If there is no service plan in place at your institution, service time is charged at our standard support rates. Please note that a purchase order must be submitted prior to a service visit. Response time cannot be guaranteed and is provided on an "as available" basis, with priority being given to service plan holders.

### What if my equipment is under warranty?

We cover equipment service and repair as described in our Bioproduction Product and Services Terms and Conditions of Sale located at [thermofisher.com/bpd-tcs](http://thermofisher.com/bpd-tcs).



# TruService preventative maintenance plan

## Ensure your equipment is performing according to specifications

This plan includes:

- Equipment evaluation
- Physical inspection for condition and functionality
- Recommendation of precautionary repairs
- 20% discount on spare parts

### Thermo Scientific™ HyPerforma™ bioprocess automation and controller check

- Power supply and uninterruptible power supply (UPS) condition
- Functional checks
  - E-stop
  - Agitator
  - Vessel and jacket temperatures
  - pH and dissolved oxygen (DO) control
  - Vessel weights
  - Pump output
- Gas manifold communication and functionality
- Review errors, alarms, and events
- Relevant hotfixes and any updates necessary
- Thermo Scientific™ TruBio™ software updates and verification of load/save files
- DeltaV™ software

### Thermo Scientific™ HyPerforma™ bioprocess single-use hardware check

- Pre-system visual check
- Pressure safety valve condition
- Drive shaft inspection
- Control and functional checks
  - Warning light functionality
  - Pressure transmitter function
  - Weight transmitter function
  - Analytical transmitter function
  - VFD configuration
  - Motor condition
- Gear motor and drive system
  - Condition inspection
  - Bearing locking mechanism inspection
  - Safety cover and locking mechanism check
  - Verification of agitator function, direction, and speed
- Safety check
  - Integrity of door hinges and latches
  - Drive brackets
  - E-stop
- Functional checks
  - Temperature system
  - Pressure system
  - Weight system
  - Ancillary equipment
  - Spare part inventory check



## Call or email today for service details

Our maintenance approach is aimed at improving your equipment performance, uptime, and overall reliability. Our service coordination specialists will work with you to define and implement an effective service plan and then allocate suitable resources to maintain your equipment. Our approach will take into account your workflow, process strategy, and schedule in order to create a balanced support plan that is tailored to your needs.

To help ensure continuous, high-quality performance of your equipment, we highly recommend routine calibration of all instruments and process controls. Outside of the preventative maintenance plan, we offer calibration of mass flow controllers (MFCs) at a designated metrology lab and encourage the calibration of other pieces of hardware through your internal metrology group or through third-party vendors.

We believe that maintenance is not a cost to be minimized but a process to be optimized. We minimize downtime by scheduling preventative maintenance visits 90 days in advance, allowing us to work around your production schedule.

Contact your local Thermo Fisher Scientific service and sales representative to help you determine the best service plan for your needs, or contact a service coordination specialist:

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