

Single-use technologies

# Bioprocess integrated services

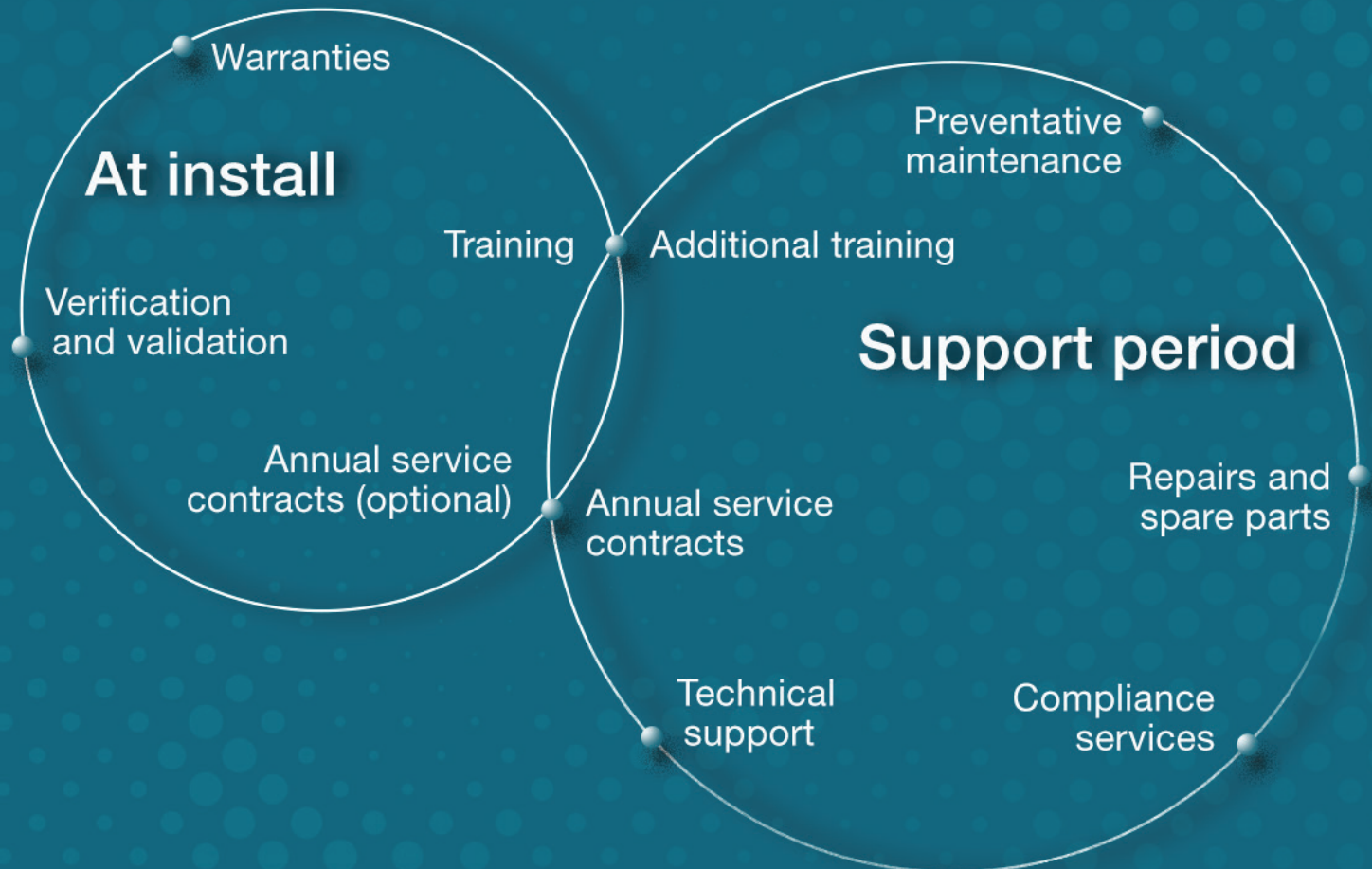
Help protect your process against downtime

# Bioprocess integrated services for the entirety of your product life cycle

Thermo Fisher Scientific is a trusted partner for your automation and bioprocess equipment needs. We understand the importance of maximizing your operational efficiencies, while minimizing downtime of your bioprocess equipment and automation software throughout your manufacturing processes. As a way of protecting the performance of your equipment throughout its life cycle, we offer our Thermo Scientific™ Bioprocess Integrated Services.

The full range of service solutions, supported by designated service engineers, help to protect your processes against unforeseen downtime, ensure productivity, improve operational costs, and enable your facility to function at maximum operational capacity.

Our service offering includes technical specialists, project management, on-time support, extended warranties, training, repair services, remote support, and preventative maintenance.



# Bioprocess integrated service annual contracts

These flexible service annual contracts can be optimized to help meet your high-level needs. Talk to your service professional to create the best plan to fit your specific process.

1

## Premier Service Plan

Our highest level of assurance to protect your equipment and processes from unforeseen issues, the Thermo Scientific™ Premier Service Plan includes:

- A fast on-site response within 4 business days
- An annual preventative maintenance
- Remote emergency support
- Technical support
- Repair parts
- Priority response
- Labor for on-site repair
- Travel for on-site repair

2

## Essential Service Plan

Maximize equipment and process uptime, the Thermo Scientific™ Essential Service Plan provides protection against downtime. This plan includes:

- On-site response within 5 business days
- An annual preventative maintenance
- Remote emergency support
- Technical support
- 10% discount on repair parts
- Priority response
- Labor for on-site repair
- Travel for on-site repair

3

## Tech Direct Service Plan

The Thermo Scientific™ Tech Direct Service Plan is a budget-friendly plan to ensure repair and services. This plan includes:

- On-site response within 6–7 business days
- Technical support
- 15% discount on annual preventative maintenance
- 5% discount on repair parts
- Priority response
- Labor for on-site repair
- Travel for on-site repair





## Extended enhanced warranty and extended warranty plans

Extended enhanced warranty and extended warranty plans provide added protection and an extended manufacturing warranty. These plans can add an additional year of warranty coverage, which includes repair parts and labor. Extended warranty plans are available with multiyear plans for up to 5 years, helping ensure performance and protection of your investment. We also offer an enhanced extended warranty that includes repair parts, labor, and an annual preventative maintenance to help ensure equipment performance.

- Our fastest on-site response within 5–7 business days
- Remote emergency support with an extended enhanced warranty plan
- Technical support
- Repair parts are included
- Priority response
- Labor for on-site repair included
- Travel for on-site repair included
- Preventative maintenance during second year with an enhanced extended warranty plan

### Annual service contracts and warranty plans

	Premier Service Plan	Essential Service Plan	Tech Direct Service Plan	Extended enhanced warranty	Extended warranty
<b>On-site response time for zones 1–2*</b>	4 days	5 days (Target response outside zone 2 has a delay of 2 days)	6–7 days	5–7 days	5–7 days
<b>Repair parts</b>	Included	10% discount	5% discount	Included	Included
<b>Annual preventative maintenance (PM)**</b>	1	1	15% discount	1 starting second year	NA
<b>Priority response for technical support and application</b>	24 hours	24 hours	48 hours	24 hours	24 hours
<b>Remote support</b>	Included	Included	NA	Included	NA
<b>Repair, travel, and labor</b>	Included	Included	Included	Included	Included
<b>Priority scheduling</b>	Included	Included	Included	Included	Included
<b>TruBio software training</b>	15% discount	10% discount	5% discount	5% discount	5% discount
<b>Spare parts†</b>	15% discount	10% discount	5% discount	5% discount	5% discount

\* Zone charges relate to travel distances from Thermo Fisher to a customer site. Travel zone charges may vary per region.

\*\* Preventative maintenance services must be used within the contractual period.

† Additional spare parts with plan are discountable.

# Preventative maintenance

## Optimizing bioprocess equipment performance



To help maximize uptime of bioprocess equipment, our fully qualified field service engineers are available for telephone and remote support to perform maintenance or supply replacement parts. Preventative maintenance can provide the right balance between the service you require for your equipment and your budgetary needs.

### Preventative maintenance includes:

- Physical inspection for condition and functionality
- Recommendation of precautionary repairs
- Recommendation of spare parts

# Training and digital remote support

## Thermo Fisher provides hands-on operational training at the time of installation



Training for the Thermo Scientific™ TruBio™ Software, powered by the Emerson™ DeltaV™ Distributed Control Platform, is key to success and optimal performance. Therefore, Thermo Fisher has created on-site and virtual training to accommodate your needs.

Support with virtual tools is key when you need assistance. Service plans exclusively offer remote

support capabilities. Our team of support engineers use digital tools to make support easy. Remote services provide secure desktop support to help resolve your issues quickly. Digital support tools are used to help ensure quick and efficient resolution with our trained engineers.

# Equipment installation and qualification



Optimization starts with trained service professionals who provide installation and integrated services for your equipment. During your installation, service professionals will check functionality and verify equipment performance.

As a courtesy, operational training is provided at the time of installation, enabling an easy transition for your staff. Bioprocessing Integrated Services offer reliability that helps ensure GLP/GMP conformance for your laboratory or production needs.

# A commitment to scientific advancement through technical engagement

Our global team of technical professionals empowers our customers to push the boundaries of innovation through collaboration, technical engagement, and service support. This team is committed to quality and is equipped with the know-how to bring solutions together and optimize existing resources from discovery through commercial production.

**This team is made up of several areas of focus to support our customers:**

- **Account managers:** single point of contact for our customers
- **Technical sales specialists:** dedicated to defining specifications for customers' processes
- **Field application scientists:** provide application and process optimization support
- **Field service engineers:** dedicated partner to aid in installation, validation, and preventative maintenance

**Leverage and collaborate with this team today through various channels, tailored to fit your needs**



## Customer centers

Hands-on workshops for product introductions and interactions, workflow education, and pilot-scale proof-of-concept testing; currently available in Utah, UK, China, South Korea, and Singapore



## Knowledge culture experiences

On-site seminars and virtual webinars focused on customer applications and solving challenges

# Technical support and consultation services



Thermo Fisher provides professional support whether it is technical or application specific. We have your needs in mind with 24-hour technical support. We also offer application support that optimizes your

processes and methods. We know that support is essential to manage your workflow. Our mission is to support you around the globe.

# Project management services



Our project management services close the gap between customer needs and solutions, offering consistency from start to finish. The Thermo Fisher Scientific BioProduction Equipment and Automation Project Management Office caters to customers looking for bioprocess specialists in management of user requirements and specifications with a view towards customer operational readiness. Our team considers individualized budgets and operational timelines to decide the scope of work and project customization, thus helping ensure delivery on time and in full. Advantages include bioprocess capability assessments, dedicated resources, and scope, change, and cost management. Integrated commissioning, qualification, and validation during the project execution life cycle allow for end-to-end solution delivery.

Working directly with customers helps create an exceptional customer experience and helps ensure satisfaction of end user requirement specifications. With a team of subject matter experts, our knowledge and hands-on operational experience allow for robust and comprehensive scope and cost controls, stage gate methodology, risk mitigation, and root cause problem-solving.

Strengths and processes	Differentiators
<b>Project management life cycle</b>	<ul style="list-style-type: none"><li>• Support from a constant, process-driven, technical, and multidisciplinary project team</li><li>• Integrated commissioning, qualification, and validation to improve the clarity and efficiency of handoffs between project stage gates across the project life cycle</li></ul>
<b>Scope and cost management</b>	We review the user requirement needs, deliver network and system architecture drawings, and provide an SOP for scope management to assist in the implementation of the necessary process changes.
<b>Documentation</b>	We provide a preliminary and final engineering turnover package that includes drawings, diagrams, calibration certificates, input and output information, and alarm limits.
<b>Process capabilities</b>	We offer TruBio Software support and field service engineering to meet your continuing needs.



# Call or email today for service plan 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 consider 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 maintenance of all instruments and process controls. Scheduling a preventative maintenance 90 days in advance allows prioritization of your production schedule.

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

**Toll-free phone:** +1-800-598-9515

**Phone:** +1-408-570-9000

**Fax:** +1-408-570-9009

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