

Thermo Scientific Field Service Contracts

Process mass spectrometers

Protect Yourself for Peace of Mind

Thermo Fisher Scientific service plans provide comprehensive post-warranty service and support to help you improve productivity, maximize the value of your investment, and optimize performance with professional consulting services.

Benefits of support agreements:

- Flexible support solutions
- Prioritized response based on your business needs
- Optimum reliability via scheduled preventive system maintenance
- Optimum instrument performance
- Lower operating cost due to instrument failures
- Discounted optional service and support products
- Predictable operating costs



Thermo Scientific™ instruments covered

- Prima BT Bench Top Mass Spectrometer
- Prima PRO Process Mass Spectrometer
- Prima PRO Ex Process Mass Spectrometer
- Sentinel PRO Environmental Mass Spectrometer
- Sentinel PRO Ex Environmental Mass Spectrometer
- APIX δQ Electronic Gas Analyzer

	Post Warranty Period			Warranty Period Upgrade
	Preventive	Advanced	Premium	
Preventive Maintenance visit including PM consumables	✓	✓	✓	✓
Targeted response time for unscheduled call-outs	Within 5 work days	Within 2 work days	Within 1 work day	Within 3 work days
Unscheduled call-outs onsite labor and travel time	25% discount	✓	✓	✓
Spare Parts associated with repair (excluding consumables)	5% discount	15% discount	15% discount	✓
Hot line telephone technical support	✓	✓	✓	✓
Response time via telephone or email	Within 3 hours	Within 2 hours	Within 1 hour	Within 1 hour
Remote diagnostics	✓	✓	✓	✓
Priority turnaround time for service kit replenishment and refurbishment	✓	✓	✓	✓
Discounted service kit refurbishment and replacement parts	5% discount	15% discount	15% discount	5% discount
Multiple instruments discount	✓	✓	✓	✓
Extended Warranty	-	-	✓	N/A

Optional Chargeable Options

Technical Training

Remote Diagnostic Checks

Additional Preventive Maintenance

Support plan feature definitions

Preventive maintenance

The scheduled service visit conducted by a factory trained and certified engineer includes the engineer's site & travel time, travel costs (car rental, flights, hotel.) The recommended number of annual visits can be increased depending on the environment, application and usage.

Consumables used during PM visit

Items classed as consumables are application specific, but typically include; filaments, RMS screen filter, gaskets, o-rings, vacuum pump oil and oil reservoir.

Unscheduled emergency call-outs

Depending on the level of service contract, costs associated with a repair visit may be covered in full. If not, a discounted labor and travel rate will apply. Incidental travel costs including car rental and flights are covered in the Premium contract otherwise expenses charged at regular prices plus 10% admin fee. Advanced includes 1 emergency visit and Premium includes up to 2 emergency visits. If more visits are required, 25% discount for labor and travel time will apply and expenses to be charged at regular rates.

On-site response time

This is the period of time we will aim to have a fully trained engineer on site after a request has been made and the commercial details have been agreed upon.

Technical support

A technical specialist will respond by telephone or e-mail within the time specified per your service agreement (i.e. one hour for premium agreement holders). All options of technical support is available during normal business hours, Monday through Friday, 8:00 AM to 6:00 PM (EST—Boston). Premium agreement has 24/7 technical support.

Spare parts

To ensure maximum uptime, we can recommend the purchase of additional performance verified spare parts from the factory. These may be purchased at a discounted price if you have a current service contract.

Please contact us for more details at fieldservice.process.us@thermofisher.com or ask your local service representative.

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Find out more at thermofisher.com/PMservice

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