

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:

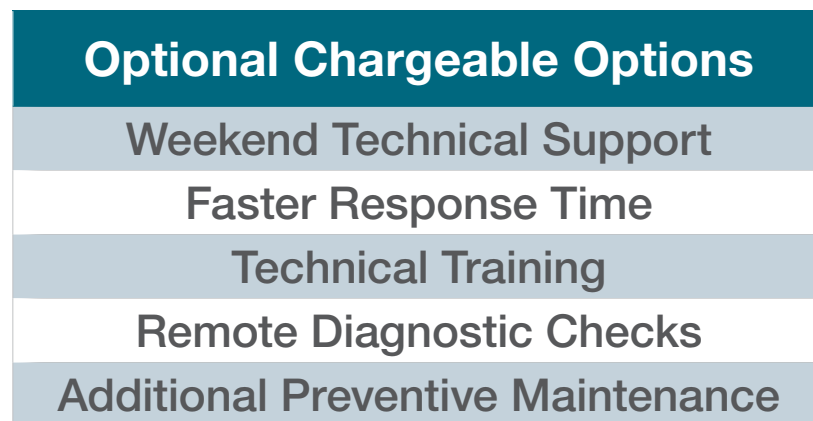
- Flexible support solutions
- Prioritized response based on your business needs
- Optimum reliability via scheduled preventive system maintenance
- Optimum instrument performance
- Lower operating cost due to instrument failures
- Discounted optional service and support products
- Predictable operating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

| | 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 | ✓ | ✓ |
| 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 |



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 hire, flights etc), incidentals such as hotels as well as any consumable items used during the maintenance visit. 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, labour cost associated with a repair visit may be covered in full. If not, a discounted rate will apply. Advanced level of service contract includes up to 2 emergency service visits and Premium includes up to 3 emergency service visits. If more visits are required, 25% discount for labor and travel time will apply. Incidental travel costs (including car hire and flights) are chargeable at cost price plus 10%.

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, 8:30 AM to 4:30 PM (GMT—London).

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 field.service.sales@thermofisher.com or ask your local service representative.

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Find out more at thermofisher.com/PMservice

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