

# Thermo Scientific Service Level Descriptions

Source/CEMS Gas Analyzers

## Service Offering Overview

Extended Warranty Agreement

Standard Depot Service Agreement

Expedited Depot Service Agreement

Preventive Maintenance Field Service Agreement

Advanced Field Service Agreement

Premium Field Service Agreement

### Extended Warranty Agreement

- Repair at Factory Depot Facility
- Software upgrades and configuration support
- Access to Online Library

### POST WARRANTY (one, two or three year options) Standard Depot Service Agreement

- 10 business days targeted turn around on repair
- Priority technical support during standard business hours
- Annual calibration and maintenance
- Software upgrades and configuration support
- Includes parts replacement during repair, as required
- Includes return shipping to customer

### Expedited Depot Service Agreement

- 2 business days targeted turn around on repair
- Priority technical support during standard business hours
- Annual calibration and maintenance
- Software upgrades and configuration support
- Includes parts replacement during repair, as required
- Includes return shipping to customer



### Service and support offered for the following instruments:

Thermo Scientific™ 42i-D NO<sub>x</sub> Analyzer  
Thermo Scientific™ 42i-LS Low Source NO-NO<sub>2</sub>-NO<sub>x</sub> Analyzer  
Thermo Scientific™ 42i NO-NO<sub>2</sub>-NO<sub>x</sub> and 42i-HL Analyzer  
Thermo Scientific™ 43i and 43i-HL SO<sub>2</sub> Analyzer  
Thermo Scientific™ 46i-HL Analyzer  
Thermo Scientific™ 48i CO and 48i-HL Analyzer  
Thermo Scientific™ 410i CO<sub>2</sub> Analyzer  
Thermo Scientific™ 51i-HT Analyzer†  
Thermo Scientific™ 60i Multi-Gas Analyzer†  
Thermo Scientific™ 200LS and 200LD Dilution Probe Controller

† Excluded from field service

## Annual Service Agreements

Part#	Description	Part#	Description
PER SYSTEM (1 to 3 INSTRUMENTS)		PER SYSTEM (4 to 6 INSTRUMENTS)	
<b>GAIPMFS1-3.1</b>	Preventive Maintenance Field Service Agreement	<b>GAIPMFS4-6.1</b>	Preventive Maintenance Field Service Agreement
<b>GAIADVFS1-3.1</b>	Advanced Field Service Agreement	<b>GAIADVFS4-6.1</b>	Advanced Field Service Agreement
<b>GAIPREFSA1-3.1</b>	Premium Field Service Agreement	<b>GAIPREFSA4-6.1</b>	Premium Field Service Agreement
Part #	Description	Part #	Description
<b>42i-HL-EXT1</b>	42i HL Extended Warranty Plan* (per year)	<b>CONSULT FACTORY</b>	Time and Material
<b>42i-LS-EXT1</b>	42i LS Extended Warranty Plan* (per year)	<b>43i-HL-EXT1</b>	43i HL Extended Warranty Plan* (per year)
<b>42i-D-EXT1</b>	42i D Extended Warranty Plan* (per year)	<b>48i-EXT1</b>	48i Extended Warranty Plan* (per year)
<b>46i-HL-EXT1</b>	46i HL Extended Warranty Plan* (per year)	<b>46i-EXT1</b>	46i Extended Warranty Plan* (per year)
<b>51i-HT-EXT1</b>	51i HT Extended Warranty Plan* (per year)	<b>60i-EXT1</b>	60i Extended Warranty Plan* (per year)

\*Two year extended warranty plans available

## Contact Information

Please have instrument serial number available.

### Environmental Monitoring

#### Customer Service/Orders

1 (866) 282-0430, Option 1  
orders.aqi@thermofisher.com

#### Technical Support

1 (866) 282-0430, Option 2  
epm.techsupport@thermofisher.com

### Product Service and Repair

#### Field Service

1 (866) 282-0430, Option 3  
epm.emfieldservice@thermofisher.com

#### Factory Depot Service

1 (866) 282-0430, Option 3  
orders.aqi@thermofisher.com

For more information, visit our website at [thermoscientific.com/EPMService](https://thermoscientific.com/EPMService)

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#### USA

27 Forge Parkway  
Franklin, MA 02038  
Ph: (866) 282-0430  
Fax: (508) 520-2800  
orders.aqi@thermofisher.com

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## POST WARRANTY (one, two or three year options) Preventive Maintenance Field Service Agreement

- Technical support during standard business hours
- Quarterly onsite preventive maintenance (includes travel and labor)
- Emergency onsite visit within 5 business days\*\*

## Advanced Field Service Agreement

- Technical support during standard business hours – response within 2 hours
- Quarterly onsite preventive maintenance (includes travel and labor)
- Discounted Emergency onsite visit within 3 business days (10% discount on travel and labor)
- Spare parts at 10% discount (excluding consumables)

## Premium Field Service Agreement

- 24/7 Technical phone support – response within 1 hour
- Quarterly onsite preventive maintenance (includes travel and labor)
- Discounted Emergency onsite visit within One (1) business day (20% discount on travel and labor)
- Spare parts at 20% discount (excluding consumables)

## Custom Agreement

Configured based on your business needs

\*\*Travel and labor billed at standard rates

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