

thermo scientific



Product inspection service and support solutions

High-quality, timely and cost-effective care options
tailored to your individual needs

ThermoFisher
SCIENTIFIC

Service and support options

We provide a complete range of services, parts and repairs to ensure that our products constantly perform to the most demanding customer requirements.

- Parts stocked in several locations worldwide to minimize customer downtime
- A technical support team serving customers from around the globe, addressing basic questions or troubleshooting equipment via phone and/or internet
- A global network of factory-certified engineers, consultants and professionals offering preventive maintenance, field service repair and comprehensive service agreements
- Factory repair centers with rapid turnaround

Why purchase a service agreement?

Reduced downtime

Dramatically reduce production downtime and unnecessary product giveaway with regular preventive maintenance and pre-scheduled calibration visits.

Predictable costs

Eliminate unexpected issues and control costs. Guarantee the highest level of response at predictable costs.

Certified parts

Your system is a sophisticated, precision instrument. To keep it operating at its maximum productivity levels, we recommend that you use only original manufacturer-certified parts. All of our parts are guaranteed to perform to our instruments' rigorous design specifications.

Flexible coverage

Our customers have a wide variety of requirements for preventive and emergency service; this is why we offer several service agreement levels. Choose the level of coverage that best suits your needs.

Priority response

Customers with service contracts get priority response over non-contract customers.

System upgrades and conversion kits

With an installed base of thousands of systems worldwide, we continually work with customers to upgrade our legacy products and extend the life of their investment.



Service Agreement Options

Offerings	Platinum	Silver	Bronze
Validation	Available	Available	Available
Preventive Maintenance (number of visits)	2	2	1
Phone Support (may vary from country to country)	Included	Included	Included
Unscheduled Service: Travel Costs	Included	10% discount	5% discount
Unscheduled Service: Labor Costs	Included	10% discount	5% discount
Parts Costs	Included	10% discount	5% discount
Software Upgrades	Included	10% discount	5% discount
System Upgrades	10% discount	10% discount	5% discount
Product Assurance Services & Solutions (PASS)	5% discount	No discount	No discount
Depot Repair	Included	10% discount	5% discount

Additional service options

- Service agreements
- Additional calibration visits
- Multiple-year agreements
- Enhanced response times
- Additional preventive maintenance visits
- Global multi-site agreements
- Training
- System management report
- Asset management report
- Extended warranties
- Emergency visits
- On-site maintenance
- Factory repair
- Validation
- Parts & consumables
- Technical support
- Applications support
- After-hours support
- Compliance services
- Remote diagnostics
- PASS program

Detect. Recover. Protect Your Brand.

Minimize brand damage and help ensure maximum product recovery when you suspect contamination or nonconformity with Thermo Scientific™ Product Assurance Services & Solutions (PASS). PASS offers product inspection for a wide range of dense contaminants, product damage, defects, missing products, and over or underfilled packages in virtually any type of packaging.

PASS gives you a fast, confidential way to have your product thoroughly tested and inspected at either your location or one of our inspection centers. Using state-of-the-art Thermo Scientific X-ray and metal detection systems, our experienced staff detects ferrous, non-ferrous, and stainless steel metals, glass, stone, bone, PVC-based plastics and rubber, and other dense contaminants.



We can thoroughly test every suspected product for contaminants so that you can continue producing products that your consumers rely on! We will provide you with a fast response and quality-assured method by using the most advanced, non-destructive inspection techniques for maximum product recovery. We can also inspect for detectable manufacturing faults or defect. We start with a free product evaluation at one of our inspection centers. We then provide a free quotation and report on our detection capabilities.

Learn more at [thermofisher.com/pass](https://www.thermofisher.com/pass)

Quality you can count on

All of our engineers are factory trained, and our manufacturing sites are ISO 9001 registered and compliant. A machine calibration adjusts your instrument performance and we provide traceable certification for your quality systems.



Thermo Scientific customer care product lines



X-ray inspection

Thermo Scientific™ X-ray inspection systems provide complete protection from metal, glass, stone and other dense foreign objects. We provide a range of models from our entry-level Thermo Scientific™ NextGuard™ system to our high-performance Thermo Scientific™ Xpert™ and Thermo Scientific™ POWERx X-ray inspection systems.



Metal detection

Thermo Scientific™ metal detection systems provide a high level of performance, ease of use and reliability. Our Thermo Scientific™ APEX metal detector product family is designed to provide the highest level of sensitivity with minimal false rejections in a broad range of applications.



Checkweighing

Thermo Scientific™ Versa checkweighers combine the latest in weighing technology with a variety of weighframes for general purpose applications as well as more demanding, high-rate and high-accuracy applications.

Find out more at thermofisher.com/servicepi

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