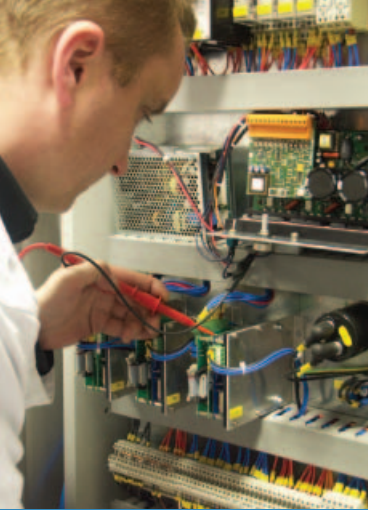


Service Agreement

Checkweighers, Metal Detectors, X-ray Systems and In-line Analyzers

Let us take care of the little things that keep you up at night by investing in a Thermo Scientific Service agreement. We will ensure minimum downtime, priority response times and known costs that are all tailored to your individual needs.



Thermo Scientific Customer Care service agreement provides the responsive personal attention you expect from the world leader in product inspection. Our global network of factory-trained service engineers and support staff ensure your system uptime is maximized.

Reduced Downtime

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

Flexible Coverage

We understand that our customers have their own unique requirements for service. That is why we offer a variety of service agreement levels. You can choose the level of coverage that best suits your needs.

Priority Response

Customers with service agreements get priority response over customers without service agreements.

Parts

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

Predictable Costs

Eliminate surprises and control costs. A Thermo Scientific service agreement not only provides on-site service for a specific piece of equipment, it also guarantees the highest level of response at predictable costs.

Service Options

Service Agreements

Unscheduled Visits

On-Site Maintenance

Depot Repair

Calibration

Parts & Consumables

Technical Support

Applications Support

Product Assurance
Services & Solutions (PASS)

After Hours Support



Offerings	Platinum	Silver	Bronze
Calibration	Available	Available	
Preventive Maintenance			
Phone Support (may vary from country to country)			
Unscheduled Service: Travel Costs		10% discount	
Unscheduled Service: Labor Costs		10% discount	
Parts Costs		10% discount	
Software Upgrades		10% discount	
System Upgrades	10% discount	10% discount	

Product Assurance Services & Solutions (PASS)

The quality of your company's products and brand names are vital in today's market place. Any contamination or non-conformity incident can have a serious effect upon your consumer in the short term and upon your company in the long term. Through the Thermo Scientific Product Assurance Services & Solutions (PASS) program, 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. Little things like contaminants can add up to be a big problem. Let us test and recover your products so you can sleep a littler better at night! Learn more at www.thermoscientific.com/PASS. Please ask your service representative about discount options for PASS.

Additional Supplements

- Additional calibration visits
- Multiple year agreements
- Enhanced response times
- Additional preventive maintenance visits
- Global multi-site agreements
- Training
- System management report
- Asset management report

Quality

All of our engineers are factory trained, and our manufacturing sites are ISO9001 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

Checkweighing: Our high-speed checkweighers help you control underfill and overfill—maximizing your profits

Metal Detection: High-performance detection of metal contaminants helps you to protect your brands

X-ray Inspection: Provides advanced detection of contaminants, missing / broken items and fill height detection

Constituent Analysis: Real-time information on moisture, fat and protein content to help control your product quality

Beverage: Fill height detection and contaminant detection to ensure product quality



Scan the QR code with your smart phone to learn about special discounts on service.

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