



Service plans

# Service solutions for your battery in-line metrology systems

## Service solutions designed to boost instrument uptime with your unique needs covered

Thermo Fisher Scientific offers the complete solution of services and support for your battery in-line metrology systems—our service plans are flexible and adjusted to meet your needs. Partner with an experienced team to simplify the maintenance of your instrument into one unified solution, driving efficiencies and increasing uptime.

When you choose Thermo Fisher Scientific as your service provider, you are teaming up with an organization that understands your unique needs. Our highly qualified, factory-trained service team collaborates with you to learn your specific business goals and requirements. We know the importance of instrument upkeep to ensure parameters are accurate and that your instrument performs as designed.

## How does a service plan benefit you?

Customers who partner with us for their service needs have access to our highest level of support and are investing in the longevity of their instrument. A service plan proactively protects instruments, maximizes uptime, manages yearly service expenditures, and allows you to focus on your core business.

# Exclusive advantages of a Thermo Fisher Scientific service plan



## Preventive maintenance

We know your instruments better than anyone. Protect your investment with regular, scheduled care to maintain optimal system performance and reduce operating costs. During a preventive maintenance visit, a field service engineer will review, inspect, and test the system, replace worn parts, complete instrument safety checks, and backup system software.

## Certified parts

We only use original manufacturers' certified parts to operate your system at maximum productivity. All our parts are guaranteed to perform to our instruments' rigorous design specifications. Using manufacturer-approved parts eliminates the risk of increased cost resulting from unnecessary wear & tear and instrument downtime.

## Technical support

When you need support, count on us to be there for you. With remote technical support, there is no need to wait—support can be available 24/7 with priority call back time and no additional formalities.

## Priority response time

Skip the queue and get priority in resolving any issue. Our team is committed to providing the fastest response time possible. If an issue cannot be resolved remotely, our service plan customers can access priority onsite support.

### Resident Engineer

We can design a customized service plan that includes one or more resident engineers on-site.



## Audit and consultancy

A system audit and consultancy enables the end user to maintain optimal system performance from their in-line metrology and reduce operating costs. This service can also help identify or uncover process issues that have previously been undetected or unsolved. The system audit & consultancy can include calibration, control, tuning, and training services. This program can be tailored to meet the customers' requirements, and an agreed agenda will be established before the site visit.



## Earned discounts

Your loyalty is always rewarded! When you grant us the right to help you keep your equipment at top efficiency, we are repaying the favor with the commitment to offer you preferential treatment. Be it a discount on parts, application support, or software and system upgrades. We are in it for the long haul, together with you.



## Training

Optimize your instruments' use and expand your operators' skills with our training options spanning routine maintenance to more advanced needs. We are here to help you be as self-sufficient as you want to be while still staying available for any additional needs you may have.

Are you looking for even more support?



## Resident Engineer

We can design a customized service plan that includes one or more Resident Engineers onsite for customers that require 24/7 support to keep their instruments at optimal performance and have limited or no internal maintenance capabilities. A Resident Engineer is a Thermo Fisher Scientific trained resource dedicated to a specific customer only and close to the customer location. With a Resident Engineer, you will experience a quick response time with the confidence you are always supported at the highest priority level.

# Service solutions

	<b>Resident Engineer</b> Premium service with a dedicated Field Service Engineer, trained by Thermo Fisher, specialized in customer specific equipment and available on site at all times.	<b>Premium</b> Uptime maximized with the fastest, best response time available and full corrective maintenance coverage.	<b>Advanced</b> Increase uptime with regular maintenance & high-priority response times.
<b>Preventive services</b>			
Preventive maintenance	Included	Included	Included
Consumable parts	Included <sup>1</sup>	Included <sup>1</sup>	Included <sup>1,2</sup>
Radiation inspection <sup>3</sup>	Included	Included	Included
Maintenance training	Option	Option	Option
Advanced training	Option	Option	Option
<b>Instrument optimization</b>			
System audit & consultancy	Option	Option	Option
Additional application support	15% off	15% off	15% off
Software upgrades	Included	10% off	10% off
System upgrades	10% off	10% off	10% off
<b>Corrective maintenance</b>			
Remote technical support	24/7	24/7	Business hours (option 24/7)
Targeted onsite response <sup>4</sup>	Available on site	Top priority	High priority
Labor & travel	Included	Included	Included
Spare parts and repairs <sup>1</sup>	Included <sup>1</sup>	Included <sup>1</sup>	15% off
Consignment stock of spare parts	Option <sup>1</sup>	Option <sup>1</sup>	—
Resident Engineer	Included	—	—

<sup>1</sup> Exclusions apply

<sup>2</sup> Consumables included only during PMs, outside of PMs—parts discount applies

<sup>3</sup> Radiation Inspections during PM only and vary by region

<sup>4</sup> Actual targeted response time varies by region

Contact a Thermo Fisher Scientific representative today to discuss a service plan and how we can customize it to fit your unique requirements.

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

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