

Service and support

# Ensure the accuracy of your analyzer results

Service solutions for chemical and narcotics identification instruments

Thermo Scientific™ portable analyzers deliver instant, actionable data for quick decision-making in critical situations. Combining sophisticated technologies, including Raman and FTIR, and an incredibly easy-to-use interface, our portable analyzers provide rapid, reliable chemical identification and material verification to increase throughput, raise quality and reduce risk.

With our services to support the analyzers, we enable safety and security personnel to be more effective and efficient in their work and confident in their safety. Service and support partnerships are designed to maximize the long-term value of your analyzer.

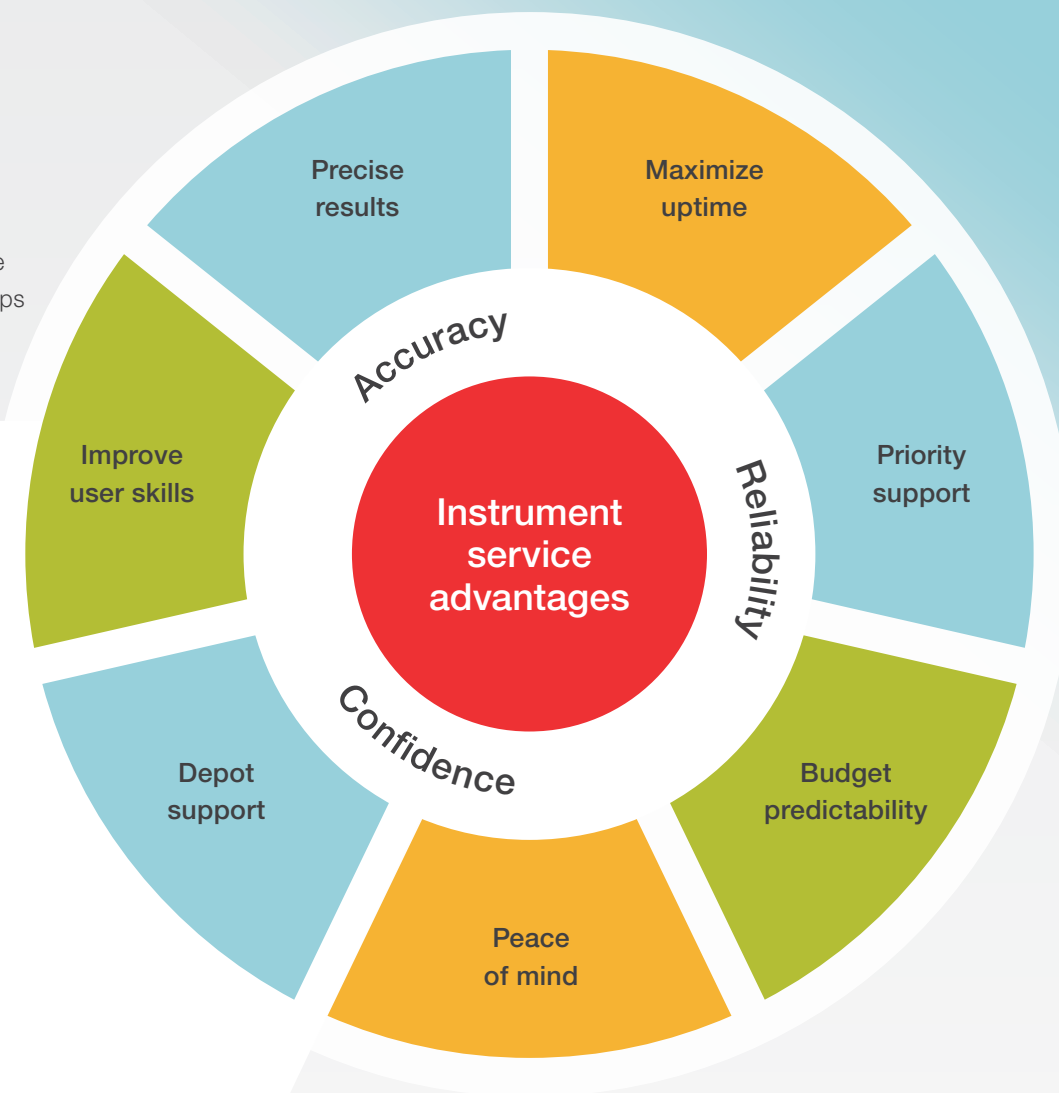
## Your partner for business success

### Flexible service options to reduce downtime

We are here to support you with unparalleled service plans, professional training, remote services, and OEM expertise to maximize your instrument uptime. By maximizing instrument uptime, you can keep your focus where it needs to be and depend on your instrument to support your business goals.

Instead of depending on service only when things go wrong, our service team is here to partner with you to make everything go right. Across the warranty period and beyond, our service solutions blend technical support, instrument performance advantages, and depot support when needed.

Thermo Fisher Scientific understands the productivity and financial losses that come with unexpected downtime. Therefore, our comprehensive service and support programs are designed to provide optimum instrument performance, improve efficiency, increase instrument uptime, develop user skills, and produce accurate results.



## Featured solutions

### Partner with our service organization for a competitive advantage!

As a Thermo Fisher Scientific customer, you expect and deserve value-added service and support. When you partner with us, you gain an extension to your team with priority access to experienced technicians and scientists. When you have questions about your instrument, we provide the answers quickly because we know the instrument better than anyone. We understand your goals and know every minute you're delayed impacts your mission.

#### Depot repair services



We understand the pressure to get your instrument up and running as quickly as possible. Our trained and qualified technicians will repair your instrument using certified parts to ensure your device will continue to meet all manufacturer's specifications for performance and reliability.

#### Technical support



All our service plans include exclusive access to remote support to keep your instruments running smoothly. In the unlikely case your analyzer does experience a problem, our technical support team will provide remote technical support for immediate diagnosis and resolution to get you back up and running as quickly as possible.

Be assured that your instrument is performing according to specifications.

#### Reachback support



With new drugs reaching communities with greater regularity, you can rely on our analyzers for timely and up-to-date analyses. If there are any challenges with inconclusive results, our team is here to assist in expanding your identification capabilities.

Reachback support is available 24 hours a day, 365 days a year, helping you move forward with minimal interruption to your analysis. So be confident you can quickly get the answers you need to protect your community.

#### Software & library support



We focus on providing you with updates for safer and more productive work. Software support is an integral part of our instruments, providing numerous advantages to stay current with the latest software updates to ensure optimal performance, minimize instrument downtime, remove the risk of losing data, and protect against security threats.

# Choose the plan that's right for you and your team

A service plan guarantees you are covered in more ways than ever

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.

## Premium

The Premium plan delivers the highest value by bundling hardware and software support to ensure optimum system performance. This plan includes technical support, remote diagnostics, depot repair services, all parts and labor, shipping to/from, software and library updates, 24/7/365 Reachback support, and access to online materials via the Customer Support Portal (CSP). A Premium Service plan means minimizing the risk of downtime and unplanned cost.

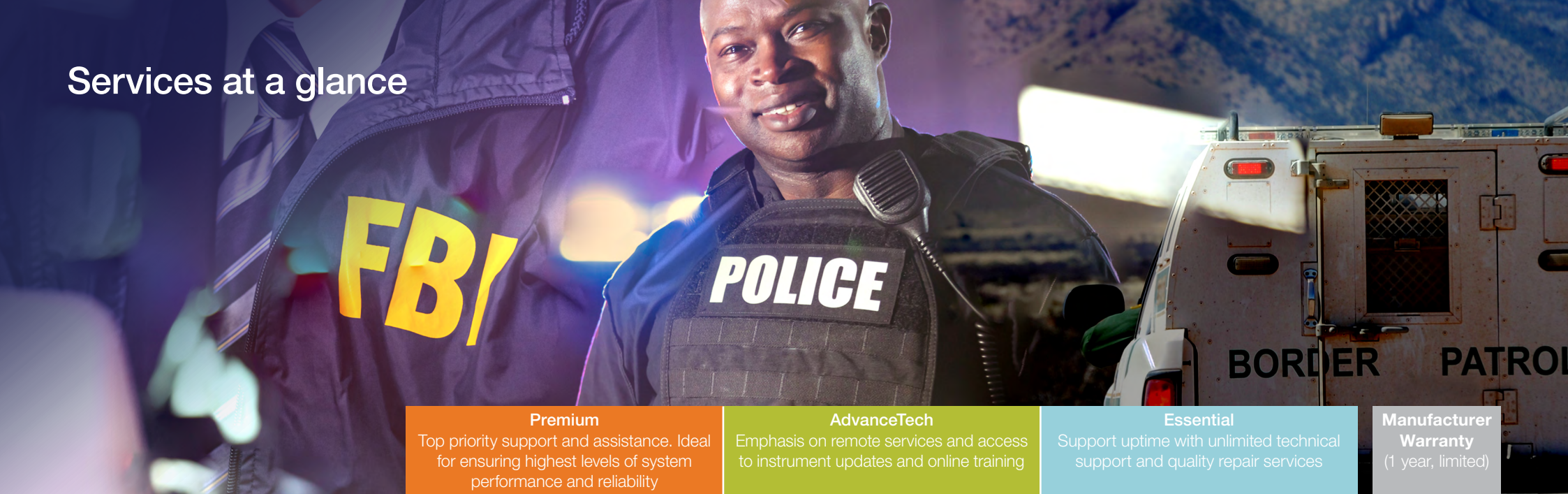
## AdvanceTech

The AdvanceTech plan is ideal for those customers who don't require repair services but need the assurance that the instrument is performing efficiently. This plan entitles customers to stay current with software/libraries/applications updates; it also provides unlimited tech support, 24/7/365 Reachback, and access to online materials via the Customer Support Portal (CSP).

## Essential

The Essential plan offers customers a cost-effective way to extend all the benefits of a first-year instrument warranty coverage. This plan keeps the instrument in good working condition with no surprise costs if repairs are required. Products serviced at the depot center will be repaired and returned to factory specifications; parts and labor are included.

# Services at a glance



	Premium Top priority support and assistance. Ideal for ensuring highest levels of system performance and reliability	AdvanceTech Emphasis on remote services and access to instrument updates and online training	Essential Support uptime with unlimited technical support and quality repair services	Manufacturer Warranty (1 year, limited)
<b>Remote services</b>				
Technical support	✓	✓	✓	✓
Remote diagnostics	✓	✓	✓	✓
Reachback	✓	✓		
<b>Instrument performance</b>				
Performance verification*	✓		✓	✓
Software/library updates	✓	✓		
Online materials	✓	✓	✓	✓
<b>Depot repair services</b>				
Shipping to/from the depot	✓		Return only	Return only
Labor	✓		✓	✓
Repair parts	✓		✓	✓

\* As part of our overall instrument repair process, our factory-trained service team will fully repair, test and verify that the instrument conforms to manufacturers' specifications.

**■** Research shows that having a service plan has proven to lower repair costs and downtime reductions by 20–50% each year.  
(Study conducted by McKinsey & Company)

## Every step of the way

### We provide an incomparable service experience

Trust in our worldwide service team to protect and enhance the value of your instrument investment.



#### Service and support excellence

Discover the fastest path to resolution and instrument uptime.

- 100+ service colleagues focused on customer care, depot service, field service, technical support, applications, logistics, training, and more
- A service team that averages more than 10 years of product experience



#### OEM technical expertise

Unparalleled knowledge and service expertise from the team that knows your portable analyzer best.

- Direct access to knowledgeable, trained, and experienced service professionals in the industry
- A technical team backed by engineers and senior application scientists to help address any instrument or software challenge to ensure your success



#### Global reach

We are committed to delivering consistent service and support wherever you are, with locations available globally.

- 37 global service centers
- 2 repair depots in the Americas
- 2 repair depots in EMEA
- 2 repair depots in APAC

**Your instrument performance is essential to the overall productivity of your business.**  
Learn more and request a quote at [thermofisher.com/myserviceoptions](https://thermofisher.com/myserviceoptions)