

Service plans

Metal gauging services for unbeatable accuracy

Service solutions designed to ensure your instrument stays consistent

Metals production is a 24-hour-a-day, 365-day-a-year process. Our metal gauging systems are used in hot strip mills, cold rolling mills, and process lines. Whether you're producing steel from iron ore or scrap, or your end product is more than several inches or less than a millimeter thick, you can rely on Thermo Fisher Scientific for your instrument's service and support.

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 that parameters are accurate and that your instrument performs as designed. Partner with an experienced team to simplify the maintenance of your instrument into one unified solution, driving efficiencies and increasing uptime to remain competitive.

How does a service plan for your gauging instrument 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, reduces maintenance costs, and allows you to focus on your core business.

Exclusive advantages of a Thermo Fisher Scientific service plan for your gauging instrument



Preventive maintenance

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



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 within and outside business hours of your technical team with priority callback 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 a problem cannot be resolved remotely, our service plan customers can access priority onsite support.



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 for additional 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.



Audit and consultancy

A system audit and consultancy enables the end user to maintain optimal system performance from their gauging equipment 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. before the site visit.



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.



Predictable service budget

With different levels of service plans available, you can find the desired balance of budget predictability and retain control of services spend over the years to come. A service plan provides on-site service for your specific instrument with the highest response times and covered or reduced costs to support your annual maintenance expenditure.

Service solutions

	Advanced Increase uptime with regular maintenance & high-priority response times	Preventive Faster diagnosis and resolution
Preventive services		
Preventive maintenance	Included	Included
Radiation inspection ¹	Included	Included
Maintenance training	Option	Option
Advanced training	Option	Option
Instrument optimization		
System audit & consultancy	Option	Option
Additional application support	15% off	—
Software upgrades	10% off	—
System upgrades	10% off	—
Corrective maintenance		
Remote technical support	Business hours	Business hours
Access to factory experts in Erlangen, Germany	Option	—
Access to after hours technical support	Option	—
Targeted onsite response ²	High priority	Priority
Labor & travel	Included	10% off
Spare parts and repairs	10% off	10% off

¹ Radiation Inspections during PM only and vary by region

² 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/gaugingservices

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