

# Lab Automation Service and Support Packages

With Thermo Fisher Scientific, your automation journey isn't over when the equipment arrives. We are committed to continuing our partnership by providing exceptional service and support throughout the lifetime of your laboratory automation system.

Customers who choose to purchase extended instrument warranties and service plans experience faster response times and less downtime. When your product warranty ends, you can rely on our customizable plans to ensure your system keeps delivering the results you need for years to come.

## Why is Laboratory Automation support unique?

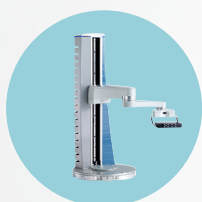
We are here to service and support your laboratory automation system during its entire lifetime. We take a holistic approach to support, that includes the robotic movers, automation platforms and the workflow scheduling software. We work together with our customers to tailor a package that ensures the availability and performance of the automation system is maximized.

When you're looking to purchase coverage for your system, we'll schedule a review of your specific situation and requirements to make sure you get the coverage that's right for you.

## Service plans

We offer four service plans to address your specific support needs:

- **Full Coverage and Maintenance**—Comprehensive lab automation hardware and software support. Fast response times, reduced downtime and increased productivity. Extendable to third-party instruments.
- **Remote Support**—Remote automation support by our team of technical support specialists. Designed for customers with on-site automation expertise.
- **Preventative Maintenance**—Provides a minimum level of support that can reduce unexpected downtime and extend the lifetime of your automation.
- **Keeping Current Subscription**—A great value subscription-based service to ensure your workflow software is always up to date. Provides access to the latest Thermo Scientific™ Momentum™ workflow scheduling software versions as well as new and updated instrument drivers.



ROBOTIC MOVERS | AUTOMATED INCUBATORS | COLLABORATIVE PLATFORMS | WORKFLOW SCHEDULING SOFTWARE

Plan features— for all components covered	Full Coverage and Maintenance	Remote Support	Preventative Maintenance	Keeping Current
<b>Resources</b>				
Single point of contact	✓	✓		
Unlimited priority remote support	✓	✓		
Unlimited priority onsite support	✓			
Unlimited Momentum software user support and troubleshooting	✓	✓		
Travel expenses	✓		for PM only	
3rd party issue resolution	Yes, for covered 3rd party			
Momentum software upgrades				✓
Access to new and updated instrument drivers				✓
<b>Repairs</b>				
Factory parts and Priority shipment	✓		PM parts only	
Robot rapid swap-out replacement*	✓			
1 Preventative Maintenance/year	✓		✓	
Hard Drive failure restoration assistance	✓	✓		
3rd party issue resolution	Yes, for covered 3rd party			
<b>Available add-ons</b>				
Improved response times	✓	✓		
Additional Preventative Maintenance events	✓	✓	✓	
Validation services**	✓		✓	

\*Available for Thermo Scientific™ Spinnaker™ and Thermo Scientific™ Orbitor RS™ mover product lines

\*\*Available for Thermo Scientific™ Cytomat™ incubators

## Recommended plan bundles

- Full Coverage and Maintenance + Keeping Current—for a comprehensive coverage and an always up-to-date system, secured by our premium support plan
- Remote Support + Preventative Maintenance + Keeping Current—if you have your own onsite automation support team and only require remote assistance and yearly onsite preventative maintenance events. This bundle will also keep your Momentum software updated.

## Other offerings

- Momentum software training for new users and refresher or advanced training for existing users
- Installation and IQ/OQ validation of Thermo Scientific™ Cytomat™ automated incubation product line
- For systems which are not under contract, repairs and assistance will be quoted per incident, on a time and materials basis

For pricing and details, please contact: [services.labautomation@thermofisher.com](mailto:services.labautomation@thermofisher.com)

We encourage all our automation customers to join our **Community Forum**. Learn from other automation users, get updates on new Momentum software and instrument driver releases and connect with our lab automation specialists

Find out more at [thermofisher.com/labautomation](https://thermofisher.com/labautomation)