

# Direct Technical Support Update

Access a direct line to experienced and certified technical engineers to assess your service needs.

Unity Lab Services has recently adjusted its technical support telephone options to better serve you and diagnose your service needs faster. Please listen carefully when you call in, as menu options have changed. The updates are outlined below.

## Step 1: Dial

**Dial 1-800-532-4752** Select “option 2” for Unity Lab Services technical support.

## Step 2: Instrument type

Select option for your instrument type

Option	Instrument type	Reference instrument models for each instrument type
1	Gas Chromatography & GC Mass Spectrometry Systems	TSQ 9000 or 8000, ISQ Series, DSQ-2 or Trace 1300 Series GC, and associated software
2	Orbitrap & Ion Traps	Tribid Series, Exploris Series, Exactive Series, LTQ Orbitrap, or LTQ Series mass spectrometers, and associated software
3	Ion Chromatography	ICS Series, Integriion, Aquion, and associated software including Chromeleon
4	LC-MS Triple or Single Quadrupole Mass Spectrometers	TSQ Series, ISQ Series, MSQ Series and associated software, and for all LC-MS multi-channel HPLC such as Transcend, Prelude, or Aria
5	Liquid Chromatography	Vanquish, Ultimate 3000, Accela, and associated software
6	Molecular FTIR and Picospin Spectroscopy Based Spectrometers	FTIR, NIR, RAMAN, and Microscopy including IS Series, IN Series, DX Series, Picospin, and associated software
7	AA, ICP, and ICP Mass Spectrometer Based Systems	AA, ICP, and ICP-MS, including ICAP Series, ICAP-Q Series, ICE Series, and associated software
8	UV and UV-Vis Spectrometers	Genesis Series, Evolution Series, and associated software
9	QuantX and Microanalysis Systems	NS6, NS7, Pathfinder, QuantX, and associated software
0	ARL, Inorganic Mass Spectrometry, Surface Analysis, or Gallery or Aquachem Systems	WDXRF, Delta, Neptune, XPS, Gallery, Aquachem, and associated software

Ask how faster diagnosis can minimize disruption in your day.

Email us at [us.techsupport.analyze@thermofisher.com](mailto:us.techsupport.analyze@thermofisher.com)