Global Services and Support Phone Options | 800-955-6288

Thermo Fisher SCIENTIFIC

Life Sciences Group Top Level Menu

1 Customer Care	**2** GSS	**3** Dial by Extension	Repeat
For Customer Care inquiries regarding orders, pricing, and product availability, press, or say 1.	To reach Global Services and Support for applications, product support, or instrument service, press, or say 2.	If you know your party's extension, press, or say 3.	To repeat this menu, say "repeat".

Global Services and Support Menu to reach a live agent

Instrument Service Contracts	Instrument Moves / Returns	Laboratory Chemicals / Consumables	Technical Application Support	Technical Assistance Center (repairs)	Concierge	Self-Help
Discuss a Service Contract	Instrument Move, Exchange, Returns, Planned Maintenance, Qualifications, Instrument Quotes	Laboratory Consumables, Chemicals, or Products / Equipment	Experimental Help, Application, Product Support, or Troubleshooting	Something is Broken or Needs Replacement and Instrument Service	Concierge or New Customer Setup	Automated Self Help

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As we are advancing the art of service, our Digital Transformation journey will include updates through June of 2025 – including the ability to Text Message with our support teams for any service need!

Automated Self-Help Menu

Instrument Return Decontamination Form	Provides our customers with a link to our decontamination form for instrument returns
License Renewal	Provides our customers with a link to our license renewal page
Schedule Training	Creates and provides our customers with a Case Number for Field Application Training **(Coming Soon)**
Registration Codes	Provides our customers with a registration code for their software **(Coming Soon)**
Shipping Status	Provides our customers a formatted link to their shipping status
Certificate of Analysis (CoA), Safety Data Sheet (SDS), Service Manual	Provides our customer with a link to locate information associated with the request
Service Summaries (FSR)	Creates a Service Ticket for our Technical Assistance Center for a service summary request
Service Agreement Renewals	Provides our caller with a link to the sales portal, to upload a PO: SINTEL
Schedule Planned Maintenance	Creates a Service Ticket for our Technical Assistance Center for Planned Maintenance
Book a Corrective Maintenance (Repair)	Creates a Service Ticket for our Technical Assistance Center for Corrective Maintenance
Schedule IQOQ (Installation Qualification / Operation Qualification)	Creates a Service Ticket for our Technical Assistance Center for an IQOQ
Knowledge Base	Allows our customers to query our knowledgebase for articles **(Coming Soon)**
Application or Product Support Request	Creates and provides our customers with a Case Number for Technical Application Support **(Coming Soon)**
Instrument Move Verification Form	Provides our customers with a link to our verification form for instrument moves