

Keep your teams moving forward. We've got your back.

Services for water purification systems



Services and support

When you invest in Thermo Scientific™ water purification systems, you not only benefit from top-quality product performance, but you can also enjoy exceptional service solutions provided by Unity™ Lab Services.

Your specific needs and expectations for water purification systems deserve services with a tailored approach. Our comprehensive service portfolio was designed to provide you with an ideal fit.

Start-up services

Start-up is the first and most important step after your equipment is assembled at its final location. Our very own certified field services network can provide peace of mind as you get started with your new equipment. Here's what we do during start-up:

- Check for proper clearances from obstacles, walls, other equipment, doorways, and windows
- Check that the equipment has been handled and set up in its final operating location by third parties, as per the user manual
- Ground and connect to the power supply and other equipment via proper connections
- Execute manufacturer's user manual start-up and initial operation instructions
- Connect factory-installed safety devices, such as alarms and back-up systems



- Verify that the keypad, controls, service menu, and user interface are working
- Explain operating, maintenance, and cleaning requirements and procedures
- Explain warranty and service plan entitlements and options
- Review annual preventive maintenance (PM) purchase options and schedule them appropriately

With our start-up services, you can be sure you're set up for success from installation day onward.



Service plan

Our equipment service plans are designed to help improve your productivity, increase uptime, maintain peak performance, and reduce your total cost of ownership. All service plan customers enjoy:

- Proactive, annual PM visits that help extend the life of your equipment
- Enhanced technical and digital remote support that enables faster diagnosis and remote resolution
- Priority on-site repair response commitments that give customers a response two times faster compared to those without a plan

For labs requiring full repair coverage at the best value, we recommend our Total Care warranty (an upgrade to the factory warranty) and Total Care service plan (post-warranty coverage). These plans include full repair coverage and our fastest on-site response commitment of 2 business days.

For labs on a limited budget, we recommend the Tech Direct service plan (post-warranty coverage). This plan includes repair coverage with a 15% discount on parts, labor, and travel, as well as our fast on-site response commitment of 3 business days.

Service plan options at a glance

	Total Care warranty and Total Care service plan	Tech Direct service plan
Priority on-site response commitment*	2 business days	3 business days
On-site corrective maintenance	✓	15% discount
Corrective maintenance warranty	1 year	1 year
Enhanced technical and remote support	✓	✓
Prescheduled on-site PM visit	✓	✓
Discount on compliance services	10% discount	10% discount

* Response time begins once a purchase order (PO) is received that is applicable in the US and Europe. Access restrictions to geographical location, building, or room may invalidate on-site response time commitment. Availability in the US is limited to selected locations (subject to change): Ann Arbor, MI; Atlanta, GA; Austin, TX; Baltimore, MD; Boston, MA; Chicago, IL; Cincinnati, OH; Cleveland, OH; Columbus, OH; Dallas, TX; Denver, CO; Des Moines, IA; Detroit, MI; El Paso, TX; Hartford, CT; Houston, TX; Indianapolis, IN; Jacksonville, FL; Kansas City, MO; Los Angeles and Orange County, CA; Madison, WI; Memphis, TN; Miami, FL; Minneapolis, MN; Nashville, TN; New Brunswick, NJ; New York, NY; Philadelphia, PA; Phoenix, AZ; Pittsburgh, PA; Portland, OR; Raleigh, NC; Richmond, VA; Rochester, NY; Salt Lake City, UT; San Antonio, TX; San Diego, CA; San Francisco and East Bay area, CA; Seattle, WA; St. Louis, MO; St. Paul, MN; Tampa, FL; Washington, DC. Availability in Europe is limited to selected locations (subject to change). Please contact your sales representative for more information about services in your location.

Compliance services

Maintaining compliance with documented verification that your water purification systems are installed and operating according to the manufacturer's intended use in regulated environments takes significant time and resources. Let our factory-trained, highly skilled field service engineers manage these tasks for you.

Our comprehensive and cost-effective suite of compliance services includes qualification* that can save you time by documenting system functionality and mitigating the risk of regulatory noncompliance. Qualification documents are available in English, French, and German. Programs can be customized to your specific needs, so the right audit-quality data will be ready for you to share with the appropriate regulatory bodies.

In addition, Unity Lab Services offers a no-charge requalification guarantee.** If a key component fails while under a qualifying service plan or warranty, we will re-qualify your equipment at no charge to help ensure it maintains compliance.



Compliance service	Description
Installation qualification (IQ)	Documents and verifies that equipment is installed to manufacturer's recommendations and your lab's requirements. The records we produce are traceable and ready for you to demonstrate compliance.
Operational qualification (OQ)	Documents and verifies that equipment (as installed) is operating as intended to manufacturer's specifications. Our technical best practices help ensure that your equipment passes all qualification tests the first time, saving resources and maximizing uptime.

* Start-up/installation of equipment is not included within our IQ services. Additional fees apply for inside delivery shipping method or for full installation and setup of equipment.

** Our no-charge requalification guarantee for laboratory equipment applies only to equipment under a qualifying Unity Lab Services equipment service plan or warranty and includes requalification on covered corrective maintenance repair at no additional charge. Terms and conditions apply.



Ordering information

Please contact your service representative for more information about the availability of services in your location.

Start-up services*

Region	Service	Equipment	Cat. No.
US and Europe	Start-up	Single-module water purification equipment, i.e., Barnstead GenPure or MicroPure systems	STARTSWPS
US and Europe	Start-up	Multi-module water purification equipment, i.e., Barnstead Pacific TII or Smart2Pure systems	STARTMWPS

* It is the customer's responsibility to make sure site-specific modifications (i.e., water 3/4-inch fitting, CO₂ and LN₂ regulators, barbed 1/4-inch fittings, installation of necessary wall mounts/anchors, or any other changes involving the facility) are completed prior to start-up; please refer to applicable pre-start-up checklist.

Service plans

Region	Service plan	Equipment	Cat. No.
US	Total Care warranty	Barnstead water purification systems and Aquanex systems	TCWWPS
US	Total Care service plan	Barnstead water purification systems and Aquanex systems	TCPWPS
US	Tech Direct service plan	Barnstead water purification systems and Aquanex systems	TDPWPS
Europe	Total Care warranty	Barnstead water purification systems and Aquanex systems	TCWTYWPS
Europe	Total Care service plan	Barnstead water purification systems and Aquanex systems	TLCWPS
Europe	Tech Direct service plan	Barnstead water purification systems and Aquanex systems	TEDWPS

Compliance services

Region	Service	Equipment	Cat. No.
US	IQ/OQ	Aquanex systems	IOQP90107
US and Europe	IQ/OQ	Barnstead GenPure systems (all models)	IOQPCKE50133917
US and Europe	IQ/OQ	Barnstead LabTower EDI systems	IOQPCKE50133916
US and Europe	IQ/OQ	Barnstead LabTower TII systems	IOQPCKE50134156
US and Europe	IQ/OQ	Barnstead MicroPure systems (all models)	IOQPCKE50133913
US and Europe	IQ/OQ	Barnstead Pacific TII systems	IOQPCKE50133915
US and Europe	IQ/OQ	Barnstead Smart2Pure Pro systems	IOQPCKE50133921
US and Europe	IQ/OQ	Barnstead Smart2Pure systems (all models)	IOQPCKE50133911

Learn more at thermofisher.com/unitylabservices

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