

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

## Services for shakers



### Services and support

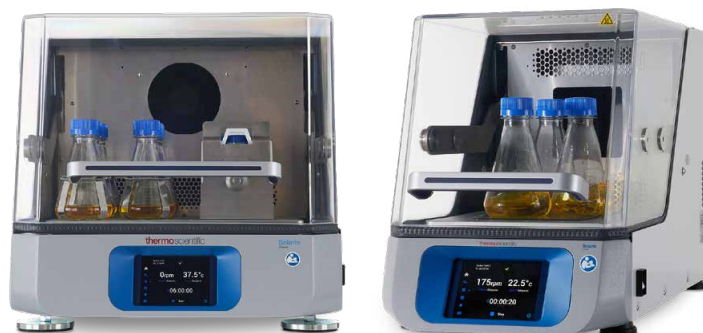
When you invest in Thermo Scientific™ shakers, you not only benefit from top-quality product performance, but you can also enjoy world-class service solutions provided by Unity™ Lab Services.

Your specific needs and expectations for shakers deserve a tailored approach to services. 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 certified field services network can provide peace of mind as you get started with your new equipment. What do 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
- Stabilize, balance, anchor, and make connections to preinstalled wall mounts (excluding seismic anchors) with the appropriate hardware
- Ground and connect to the power supply and other equipment via proper connections
- Execute manufacturer's start-up and initial operation instructions according to the user manual



- Connect factory-installed safety devices, such as alarms and back-up systems
- Help ensure 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 preventative maintenance 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 Total Care service plan is designed to help improve your productivity, increase uptime, maintain peak performance, and reduce your total cost of ownership. Service plan customers enjoy:

- Proactive, annual preventive maintenance (PM) visits that help extend equipment life
- 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 service plan (post-warranty coverage). This plan includes full repair coverage and our fastest on-site response commitment of 2 business days.



### Total Care service plan at a glance

Priority on-site response commitment*	2 business days
On-site corrective maintenance	✓
Corrective maintenance warranty	1 year
Enhanced technical and remote support	✓
Prescheduled on-site PM visit	✓
Discount on compliance services	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; East Bay area and San Francisco, CA; El Paso, TX; Hartford, CT; Houston, TX; Indianapolis, IN; Jacksonville, FL; Kansas City, MO; Madison, WI; Memphis, TN; Miami, FL; Minneapolis, MN; Nashville, TN; New Brunswick, NJ; New York, NY; Orange County area and Los Angeles, CA; Philadelphia, PA; Phoenix, AZ; Pittsburgh, PA; Portland, OR; Raleigh, NC; Richmond, VA; Rochester, NY; Salt Lake City, UT; San Antonio, TX; San Diego, CA; Seattle, WA; St. Louis, MO; St. Paul, MN; Tampa, FL; and 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 shakers 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—including qualification\* and temperature mapping—can increase your lab's performance and 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 requalify your equipment at no charge to ensure it maintains compliance.



Compliance service	Description
<b>Installation qualification (IQ)</b>	Verifies that the equipment, manuals, supplies, and any other accessories arrived undamaged as specified in the sales order. Verifies that equipment and any other accessories are assembled and installed. Any abnormal event(s) observed during the IQ is documented in the IQ protocol. Verifies that the installation site and equipment environment meet manufacturer-specified environmental requirements. Configuration information for each system component gets recorded.
<b>Operation qualification (OQ)</b>	Verifies important equipment functions and helps ensure that the equipment operates as expected by the manufacturer and in conformance to standards and requirements. Key tests include: door ajar, power failure, and temperature alerts.
<b>Temperature mapping (TM)</b>	TM protocol performed at customer-specified set point with provisions up to 15 measurement points, plus 1 ambient measurement point. Temperature measurements will be performed in air or with simulated product loaded in chamber, with a data collection interval of 1 minute for 24 hours,† or configurable to customer needs. Service also includes: 1 open door temperature recovery test, 1 power failure evaluation test, minimum and maximum values along with averages, temperature graph showing profile of instrument performance over a 24-hour period, and detailed reports with raw probe data.

\* 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.

† Study requirements greater than 24 hours will be reviewed and quoted.



## Ordering information

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

### Start-up services\*

Region	Service	Equipment	Description	Cat. No.
US and Europe	Start-up	Stackable shakers	Covers all units; excludes major assembly, e.g., stacking	STARTSSHAK
US and Europe	Start-up	Benchtop equipment	Nonstackable shakers	STARTBTS

\* Start-up requires that the site delivery is already performed for equipment and its accessories (removed from its packaging, moved to final operating location, assembled, and stacked). Please ask your sales representative for further information if you will need site-delivery service.

### Service plans

Region	Service plan	Equipment detail	Cat. No.
US	Total Care	Shakers up to \$10,000	TCSHK10
US	Total Care	Shakers up to \$20,000	TCSHK20
Europe	Total Care	Shakers	TLCSHK

### Compliance services

Region	Service	Specification	Cat. No.
US and Europe	IQ/OQ + TM	IntelliStack shakers	IOQPT3510
US and Europe	IQ/OQ	IntelliStack shakers	IOQ3510
US and Europe	IQ/OQ + TM	Incubated shakers	IOPQPCKE89003508
US and Europe	IQ/OQ	Incubated shakers	IOQPCKE89003508
US and Europe	IQ/OQ	Open air shakers	IOQPCKE89003507
US and Europe	Additional TM	Shakers	TEMPMAP

Learn more at [thermofisher.com/unitylabservices](https://thermofisher.com/unitylabservices)

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