

## Top considerations for selecting a ULT Freezer - service support

From application to environment, there are many aspects for consideration that will impact the type of ultra-low temperature (ULT) Freezer to be selected for the given situation. Some of these aspects include: application environment, performance standards, space constraints and environment, facilities interactions, and service support. One aspect that is not often considered, but can be critical, is the service capabilities of the ULT freezer provider. Service can add to the overall unit cost of ownership and the warranty is something to consider.

### Key takeaways/benefits/separating features

- ULT freezers are inherently mechanical devices and at some point will require maintenance or service. When this occurs you want to be sure that your manufacturer has the service team necessary to minimize your downtime and keep your equipment in check.
- Service organizations can be independent or part of the manufacturer's organization. In either case, you need to be sure the service personnel are properly trained to work on the given equipment. Thermo Fisher Scientific has a dedicated branch solely for service with a global team trained and ready to support any situation that may arise with customer laboratory equipment. This may include loaner equipment to minimize facility downtime while original units are under repair. This is not something a smaller organization can typically provide.
- Preventative maintenance (PM) and total care are key considerations for ULT freezer ownership. One consideration should be the PM programs that a manufacturer/service organization offers to ensure the equipment is kept in optimal running order. This may include annual or semi-annual unit review and wellness checks.

- A warranty to cover the aforementioned service and PM needs is important as well. Thermo Fisher Scientific offers the best ULT freezer warranty on the market with the Thermo Scientific™ TSX Ultra-Low Temperature Freezer 5 year bumper to bumper warranty plus an additional 7 years of coverage on the compressor system. That is a total of 12 years of coverage. This is even beyond the expected 10 year product life.

### In review

Service and warranty should be at the top of the list in most purchases we make in our lives and it is no different with ULT freezers. Thermo Fisher Scientific stands behind our cold storage products with confidence, evident in the leading product warranties we provide with each of our products. Our design and validation methodologies support our confidence in our products. Before a system is placed in our customer's hands, we subject the platform to a series of reliability tests both at the component level and the full system. From the refrigeration system to the handle, the full design is tested for long-term robustness in the harshest of conditions. Before the TSX ULT Freezer was introduced to the market we had over 6 years of total runtime on the system. Some of those units are still on test today – and the clock is still ticking. So how did our expectations hold up? The TSX ULT Freezer has a global compressor failure rate of less than 0.13% and an overall service call rate of around 2%.

Is this to say our products don't require maintenance and service? No. That is why we have a global service network ready to assist every concern, no matter how small.

We do it right and we stand behind our products because we are not just a manufacturer of equipment, we are a partner in science. We succeed if our customer succeeds.

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

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