

Don't take risks with your valuable monitoring equipment.

We've got your back! Our service suite is formulated with your specific needs in mind with offerings that are scalable and tailored to suit your requirements.

With years of product expertise, our factory trained service specialists understand the criticality of the measurement in your processes. They ensure that your analyzers are up and running thus maximizing uptime and productivity. Our service hubs are strategically located and span across the continental United States to serve you efficiently. To achieve seamless service execution from the moment your request is placed all the way through to service completion, our backend operations are constantly updated to give you a premium experience. In the end, you have one less thing to worry about.





Start up & commissioning

Start up and commissioning service is aimed at bringing your recently purchased analyzer online in optimal time with no rework. As part of the startup service, the analyzer (and sensors) are checked for good installation practices, configured and optimized for your application. Over-the-shoulder training is provided to operational and maintenance personnel for device familiarity and basic trouble shooting. In addition to commissioning, our factory trained service engineers, look for any potential issues and work towards mitigating them before anything becomes a potential concern. With basic maintenance, be assured that your analyzer has begun the long journey of trouble-free operation for years to come. For inquiries, contact wlp.processsupport@thermofisher.com



Scheduled Maintenance

As with any measurement equipment, analyzers require basic care to ensure reliable measurements and prolonged life. Our factory trained service engineers are the best consultants to prescribe and execute the optimum maintenance required to keep your asset running trouble free over the years. This service uses scheduled maintenance to avoid all unscheduled maintenance which may prove costly and time consuming. By performing this service, your analyzers should be able to provide reliable and accurate measurements based on which corrective process control actions can be taken from your side. With scheduled maintenance, we aim to reduce the life cycle costs, freeing up your valuable resources. For inquiries, contact wlp.processsupport@thermofisher.com



Reactive field service/unscheduled maintenance/onsite trouble shooting & repair

We understand the urgency of an analyzer breakdown and how important it is as part of running your operations. Our field service engineers are fully equipped and can be deployed to your location from the nearest service hub to save valuable time. Our field service engineers are backed by in-house experts to resolve the issues at hand and advise on next steps to prevent such a situation in the future. For inquiries, contact wlp.processsupport@thermofisher.com





Depot repair and calibration services

Our dedicated depot repair facility is equipped to meet NIST standards which means that we can calibrate your tabletop laboratory device and certify them, traceable to national standards. The certificate issued can be used for your internal compliance and audit. We can repair your table-top devices or alternately exchange with a new device for a cost-effective option. If time is of the essence, we do have an expedited repair service for a faster turnaround within 24-48 hours of depot arrival. For inquiries, contact wlp.depotrepair@thermofisher.com



Thermo Scientific™ Orion Star™ A111 Benchtop pH Meter



Technical support

Our technical support team is just a phone call or a click away to support any queries you may have surrounding online analyzers and laboratory meters. The team is backed by in-house product experts and our R&D team. Any support case that could not be resolved remotely will be transferred and handled seamlessly by our workshop depot repair and field service teams. For inquiries on lab meters, contact wlp.techsupport@thermofisher.com and for inquiries on online analyzers, contact wlp.processsupport@thermofisher.com



Thermo Scientific™ Orion™ 7070iX TRO Analyzer



Onsite IQ/OQ services

This service is geared to validate and qualify the installation and operations of the Thermo Fisher Scientific laboratory equipment (benchtop meters, titrators, etc.) The scope of work performed is comprehensive and extensively documented to enable internal audit compliance. The complete documentation package lists the test equipment used with the appropriate chain of traceability. The scope of work is clearly laid out and follows standard operating procedures. For inquiries, contact wlp.techsupport@thermofisher.com

Find out more at thermofisher.com/water

ThermoFisher
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