

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

Services for biological safety cabinets



## Service and support

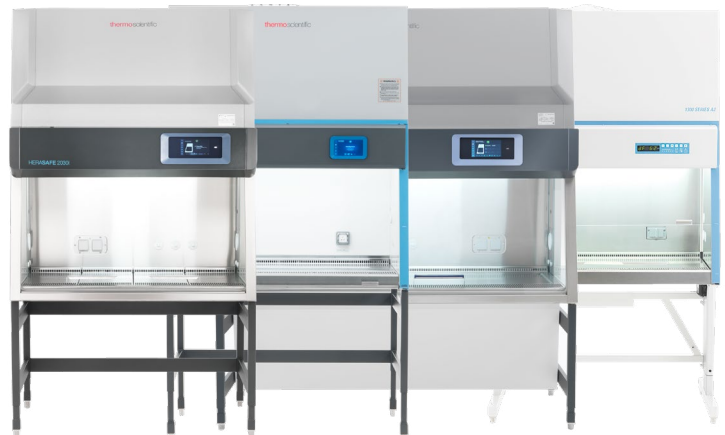
When you invest in Thermo Scientific™ biological safety cabinets (BSCs), you not only benefit from top-quality product performance, you can also enjoy the confidence that the world-class service solutions provided by Unity™ Lab Services will help maximize uptime.

As you use your BSCs, your specific needs and expectations 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 very own certified field services network can provide peace of mind as you get started with your new equipment. During start-up, we will:

- Check for proper clearances from obstacles, walls, other equipment, doorways, and windows
- Check for proper clearances from air vents and sources of excessive light, heat, and airflow
- 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
- Ensure that the keypad, controls, service menu, and user interface are working properly
- Execute applicable required equipment certification procedures and issue certifications (NSF 49 in US and EN 12469 in Europe)
- Explain operating, maintenance, and cleaning requirements and procedures
- Explain warranty and service plan options and entitlements
- Review annual preventive maintenance purchase options and schedule them appropriately

With our start-up services, you can be sure you're set up for success from day 1.



**Service plans**

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 preventive maintenance visits that help extend the life of your equipment
- Unlimited, enhanced technical and remote support that enables faster diagnosis and remote resolution in 50% of cases
- Fast on-site repair response times 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 and labor, and 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 repair	1 year	1 year
Enhanced technical and remote support	✓	✓
Prescheduled on-site preventive maintenance (PM)	✓	✓
Discount on compliance services	10% discount	10% discount

\* Guaranteed response time from receipt of purchase order. Available in selected cities/areas (subject to change): Ann Arbor, MI; Atlanta, GA; Austin, TX; Baltimore, MD; Boston, MA; Chicago, IL; Cincinnati, OH; Madison, WI; Memphis, TN; Miami, FL; Minneapolis/St. Paul, MN; Nashville, TN; New Brunswick, NJ; New York, NY; Orange County, 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; San Francisco, CA; Seattle, WA; St. Louis, MO; Tampa, FL; Washington, D.C. Available in selected European cities (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 BSCs 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 full-range compliance portfolio offers improved productivity, single-vendor convenience, a no-charge requalification guarantee,\* and comprehensive documentation reports to support your quality management system, traceability, and audit readiness. Our standardized field qualifications for BSCs include installation qualification\*\* (IQ) and operational qualification (OQ) services:

### **IQ:**

- Component verification
- Assembly verification
- Installation verification
- Site verification

### **OQ:**

- System configuration (set points, alarms, and safety)
- System functionality (all functional attributes)
- System performance per factory specification (alarms, power failure)



\* 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.

\*\* 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.

## Ordering information

### Start-up services

Service	Equipment	Cat. No.
Start-up	Without prefilter (US and Europe)	STARTBSC
Start-up	With prefilter or laminar flow (US and Europe)	STARTBSCPF
Certification	All (Europe)	BSCCERT
KI-DISCUS™ test	BSCs with cabinet length of 1.5 meters or narrower (Europe)	BSCKI15S
KI-DISCUS test	BSCs with cabinet length of 1.8 meters or wider (Europe)	BSCKI8L

### Service plans

Region	Factory warranty period	Post-warranty period	
	Total Care warranty	Tech Direct service plan	Total Care service plan
US	TCWBSC	TDPBSC	TCPBSC
EMEA (cabinet length ≤1.5 m)	TCWTYBSC1	TEDBSC1	TLCBSC1
EMEA (cabinet length ≥1.8 m)	TCWTYBSC2	TEDBSC2	TLCBSC2

### Compliance services

Qualification service	Specification	Cat. No.
On-site IQ/OQ service	Clean bench (US and Europe)	IOQPCKE89003486
	NSF/ANSI 49, Class II, Type B2 (US only)	IOQPCKE89003489
	NSF/ANSI 49, Class II, Type A2 (US only)	IOQPCKE89003610
	EN 12469 (Europe)	IOQPCKE89003488
	DIN 12980 (Germany)	IOQPCKE89003613

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