

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

Services for centrifuges



Services and support

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

Your specific needs and expectations for centrifuges 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. What do we do during start-up?

- Check for proper clearances from obstacles, walls, other equipment, doorways, and windows
- Check that the centrifuge 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 the proper connections
- Execute manufacturer's user manual start-up and initial operation instructions
- Ensure that 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 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 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
- 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 preventive maintenance (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, MS; Chicago, IL; Cincinnati, OH; Cleveland, OH; Columbus, OH; Dallas, TX; Denver, CO; Des Moines, IA; Detroit, MI; East Bay, CA; El Paso, TX; Hartford, CT; Houston, TX; Indianapolis, IN; Jacksonville, KY; Kansas City, MO; Los Angeles, CA; Madison, WI; Memphis, OH; Miami, FL; Minneapolis, 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, MI; 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 centrifuges 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 qualification and cycle testing services 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. We provide ISO 9001 and ISO/IEC 17025 accredited qualification* and calibration services to help meet all major regulatory guidelines, including current good practices (GLP/GMP).

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.



Qualification 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.
Cycle test (CT)	Point-in-time test that monitors a unit and a specified rotor at a predefined speed, time, and temperature (if applicable) set point. Testing demonstrates that a unit and specified rotor can meet customer specifications.
Calibration	This service certifies that lab equipment is measuring data accurately when compared to a traceable reference standard. We have a tiered service offering to support unique customer requirements. Our services are available to meet either ISO 9001 or ISO/IEC 17025 standards.

* 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	Description	Cat. No.
US and Europe	Start-up	Complex centrifuges*	Floor-model centrifuges (except for Thermo Scientific™ Sorvall™ CC40NX centrifuges)	STARTCCEN

* Start-up service is required for floor-model centrifuges for warranty and safety reasons.

Service plans

Region	Product family	Factory warranty period	Post-warranty period	
		Total Care warranty Cat. No.	Tech Direct service plan Cat. No.	Total Care service plan Cat. No.
US	General-purpose centrifuges	TCWCEN2	TDPCEN2	TPCPEN2
US	Large-capacity centrifuges	TCWCEN3	TDPCEN3	TPCPEN3
US	Micro and small bench centrifuges	TCWCEN1	TDPCEN1	TPCPEN1
US	Superspeed centrifuges	TCWCEN3	TDPCEN3	TPCPEN3
US	Ultraspeed centrifuges	TCWCEN4	TDPCEN4	TPCPEN4
Europe	Floor centrifuges, high cap/low speed	TCWTYCENHC1	TEDCENHC1	TLCCENHC1
Europe	Micro centrifuges	TCWTYCENMI	TEDCENMI	TLCCENMI
Europe	Refrigerated benchtop centrifuges	TCWTYCENBTR	TEDCENBTR	TLCCENBTR
Europe	Ventilated benchtop centrifuges	TCWTYCENBT	TEDCENBT	TLCCENBT
Europe	Superspeed and floor high cap/low speed centrifuges	TCWTYCENSUPER	TEDCENSUPER	TLCCENSUPER
Europe	Ultraspeed centrifuges	TCWTYCENULTRA	TEDCENULTRA	TLCCENULTRA

Compliance services

Region	Service	Specification	Cat. No.
US and Europe	IQ/OQ + cycle test	Thermo Scientific™ benchtop, small floor-standing, general purpose floor-standing, and large-capacity floor-standing centrifuges	IOPQPCKE89003492
US and Europe	IQ/OQ	Benchtop, small floor-standing, general purpose floor-standing, and large-capacity floor-standing centrifuges	IOQPCKE89003492
US and Europe	IQ/OQ	Thermo Scientific™ Centri-Log™ Plus Software (IQ/OQ) for superspeed and large-capacity centrifuges	IOQP90104
US and Europe	IQ/OQ + cycle test	Thermo Scientific™ Sorvall™ Superspeed (LYNX) and Ultraspeed (WX+, MX+, MTX) centrifuges	IOPQPCKE89003493
US and Europe	IQ/OQ	Sorvall Superspeed (LYNX) and Ultraspeed (WX+, MX+, MTX) centrifuges	IOQPCKE89003493

Region	Service	Accreditation	Cat. No.
US	Calibration	ISO/IEC 17025	CALPRCENT
US	Calibration	ISO 9001	CALBCCENT

Learn more at thermofisher.com/unitylabservices

unity lab services