

Thermo Scientific Field Service Contracts

Process Mass Spectrometers

Protect Yourself for Peace of Mind

We understand the importance of keeping your process and critical instruments up and running. In the field, instruments endure harsh operating environments and anything can happen. To ensure maximum uptime, we provide a comprehensive range of service contracts, tailored to meet your needs. If an item must be returned for factory repair, contract customers receive priority service. You can be assured that your process is protected.

While you know your plant and what it takes to keep it running, we know our equipment and how to keep it in optimum operating condition. After all, we designed and manufactured it. With a Thermo Scientific field service contract, you control costs, manage risk and have the assurance that preferential support from a quality service organization is included.



Thermo Scientific™ Instruments covered:

- Prima BT Bench Top Mass Spectrometer
- Prima PRO Process Mass Spectrometer
- Prima PRO Ex Process Mass Spectrometer
- Sentinel PRO Environmental Mass Spectrometer
- Sentinel PRO Ex Environmental Mass Spectrometer

		Warranty Period Upgrade	Post Warranty Period		
			Preventive	Advanced	Premium
Preventive maintenance visit(s) (1 per year)	Factory certified engineers	Included	Included	Included	Included
	Consumables used during service visit	Included	Included	Included	Included
Unscheduled call-outs	Targeted response time	Within 3 work days	Within 5 work days	Within 2 work days	Within 1 work day
	Engineer's on-site labour	Included	25% discount	Included	Included
	Engineer's travel time	Included	25% discount	Included	Included
	Performance verified spare parts (excl. consumables)	Included	5% discount	15% discount	Included
Technical support (during normal work hours)	Hot line telephone support	Included	Included	Included	Included
	Response time via telephone or e-mail	Within 1 hour	Within 3 hours	Within 2 hours	Within 1 hour
	Remote diagnostics	Included	Included	Included	Included
Service kit replenishment & refurbishment	Priority turnaround time for replenishment	Included	Included	Included	Included
	Discounted replenishment and replacement parts	5% discount	5% discount	15% discount	15% discount
Multiple instruments discount		Available	Available	Available	Available

Service Contract Descriptions

Warranty Upgrade

The warranty upgrade is sold and invoiced at the time of the instrument purchase, or can be added at any time during the initial factory warranty period. This option will enhance your standard warranty to include an annual preventive maintenance visit, provide a targeted response time and cover all the parts and labour for unlimited emergency call-outs giving you fixed cost of ownership.

Preventive Contract

Keep your system up-and-running with a Preventive Maintenance contract. It provides peace of mind through proactive, scheduled preventive maintenance visits performed by our factory-trained technicians. We also provide hot-line technical support during normal business hours as well as discounts on spare parts and labour rates during emergency call-outs.

Advanced Contract

The Advanced Plan offers all the benefits of the Preventive Maintenance Plan with additional faster response times, quicker hot-line technical support with greater discounts on spare parts and consumables. All the travel time and labour costs are included for unlimited emergency call-outs.

Premium Contract

When uptime is critical to your business and you need support as fast as possible, the Premium Plan is the one to choose. This service contract offers you the quickest response time feasible for your area, including all travel time, labour and replacement parts for unlimited emergency visits. The premium service contract is the best choice if you have limited maintenance resources and/or limited process analyzer experience.

Chargeable Options to Meet Your Exact Needs

Quarterly Remote Diagnostic Checks

We are able to monitor your instrument performance and key parameters remotely to ensure it is running at optimum performance and provide a detailed report with recommendations.

Support 6 or 7 Days/Week

When your operation works six or seven days-a-week, we are able to offer the same level of service coverage.

Additional Preventive Maintenance

When your application or environment is particularly harsh, we recommend either additional interim or full preventive maintenance visits. These additional scheduled visit(s) includes labour, travel time and any consumable items used.

Faster Response Times

Faster response times are available if your process is critical and downtime is not an option.

Vacuum Pump Cover

We are able to cover the turbo and rotary pumps on your system including both the materials and the engineer's time to visit site and fit the replacement.

Training

Maximise the benefit of your mass spectrometer by using our experts to train your staff. We offer a wide range of training courses to meet your specific requirements.

Support Plan Feature Definitions

Preventive Maintenance

The scheduled service visit conducted by a factory trained and certified engineer includes the engineer's site & travel time, travel costs (car hire, flights etc), incidentals such as hotels as well as any consumable items used during the maintenance visit. The recommended number of annual visits can be increased depending on the environment, application and usage.

Consumables Used During PM Visit

Items classed as consumables are application specific, but typically include; filaments, RMS screen filter, gaskets, o-rings, vacuum pump oil and oil reservoir.

Unscheduled Emergency Call-outs

Depending on the level of service contract, costs associated with a repair visit may be covered in full. If not, a discounted labour and travel rate will apply. Incidental travel costs including car hire and flights are covered in the Premium contract otherwise are chargeable at cost price plus 10%.

On-site Response Time

This is the period of time we will aim to have a fully trained engineer on site after a request has been made and the commercial details have been agreed upon.

Technical Support

A technical specialist will respond by telephone or e-mail within the time specified per your service agreement (i.e. one hour for premium agreement holders). Technical support is available during normal business hours, Monday through Friday, 8:00 AM to 5:00 PM (GMT - London).

Spare Parts

To ensure maximum uptime, we can recommend the purchase of additional performance verified spare parts from the factory. These may be purchased at a discounted price if you have a current service contract.

Please contact us for more details at sales.epm.uk@thermofisher.com or ask your local service representative.

For more information, visit our website at thermoscientific.com/epmservice

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Europe
Ion Path, Road Three,
Winsford, Cheshire CW73GA UK
Ph: +44 1606 548700
Fax: +44 1606 548711
sales.epm.uk@thermofisher.com

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