

Thermo Scientific Service Level Descriptions

Ambient Air Monitoring

Service Offering Overview

Extended Warranty agreement
1 year & 2 year extension

Standard Depot Service Agreement

Expedited Depot Service Agreement

Field service agreements available on request

Annual Service Plans

The following provides features under the service offerings for the above said products.

Extended Warranty Agreement

- 5 business days targeted turn around on repair
- Software upgrades and configuration support
- Access to Online Library
- Repair at depot
- Annual (one time) preventive maintenance
- Annual (one time) calibration
- Includes return standard ground shipping to customer
- Includes parts replacement during repair, as required
- Priority technical support during standard business hours



Service and support offered for the following instruments:

Thermo Scientific™ 42i & 42i-TL Trace Level NOx Analyzer
 Thermo Scientific™ 42i-Y NOy Analyzer
 Thermo Scientific™ 43i & 43i-TLE Enhance Trace Level SO2 Analyzer
 Thermo Scientific™ 46i-HL High Level Nitrous Oxide Analyzer
 Thermo Scientific™ 48i & 48i-TLE Enhanced Trace Level CO Analyzer
 Thermo Scientific™ 49i & 49i-PS Ozone Analyzer
 Thermo Scientific™ 51i-LT Total Hydrocarbon Analyzer
 Thermo Scientific™ 55i Methane & Non-Methane Analyzer
 Thermo Scientific™ 146i Multi-Gas Calibrator Analyzer
 Thermo Scientific™ 410i Carbon Dioxide Analyzer
 Thermo Scientific™ 1160 & 111 Zero Air Supply Analyzer
 Thermo Scientific™ 450i & 450i-TL Trace Level Nitrogen Oxide Analyzer

Annual Service Agreements

Instrument	Part#	Description	Instrument	Part#	Description
42i	42i-STD1DEP	42i Depot Standard	49i-PS	49i-PSSTD1DEP	49i-PS Depot Standard
	42i-EXP1DEP	42i Depot Expedited		49i-PSEXP1DEP	49i-PS Depot Expedited
42i-TL	42i-TLSTD1DEP	42i-TL Depot Standard	51i-LT	51i-LTSTD1DEP	51i-LT Depot Standard
	42i-TLEXP1DEP	42i-TL Depot Expedited		51i-LTEXP1DEP	51i-LT Depot Expedited
42i-Y	42i-YSTD1DEP	42i-Y Depot Standard	55i	55i-STD1DEP	55i Depot Standard
	42i-YEXP1DEP	42i-Y Depot Expedited		55i-EXP1DEP	55i Depot Expedited
43i	43i-STD1DEP	43i Depot Standard	146i	146i-STD1DEP	146i Depot Standard
	43i-EXP1DEP	43i Depot Expedited		146i-EXP1DEP	146i Depot Expedited
43i-TLE	43i-TLESTD1DEP	43i-TLE Depot Standard	410i	410i-STD1DEP	410i Depot Standard
	43i-TLEEXP1DEP	43i-TLE Depot Expedited		410i-EXP1DEP	410i Depot Expedited
46i	46i-STD1DEP	46i Depot Standard	1160	1160i-STD1DEP	1160i Depot Standard
	46i-EXP1DEP	46i Depot Expedited		1160i-EXP1DEP	1160i Depot Expedited
48i	48i-STD1DEP	48i Depot Standard	111	111i-STD1DEP	111i Depot standard
	48i-EXP1DEP	48i Depot Expedited		111i-EXP1DEP	111i Depot Expedited
48i-TLE	48i-TLESTD1DEP	48i-TLE Depot Standard	450i	450i-STD1DEP	450i Depot standard
	48i-TLEEXP1DEP	48i-TLE Depot Expedited		450i-EXP1DEP	450i Depot Expedited
49i	49i-STD1DEP	49i Depot Standard	450i-TL	450i-TLSTD1DEP	450i-TL Depot Standard
	49i-EXP1DEP	49i Depot Expedited		450i-TLEXP1DEP	450i-TL Depot Expedited
			2025	2025-STD1DEP	2025 Depot Standard
				2025-EXP1DEP	2025 Depot Expedited

Contact Information

Please have instrument serial number available.

Environmental Monitoring

Customer Service/Orders

1 (866) 282-0430, Option 1
orders.aqi@thermofisher.com

Technical Support

1 (866) 282-0430, Option 2
epm.techsupport@thermofisher.com

Product Service and Repair

Field Service

1 (866) 282-0430, Option 3
epm.emfieldservice@thermofisher.com

Factory Depot Service

1 (866) 282-0430, Option 3
orders.aqi@thermofisher.com

POST WARRANTY

Standard Depot Service Agreement

(one, two, or three year options)

- 8 business days targeted turn around on repair
- Includes parts replacement during repair up to \$800, as required
- Includes return standard ground shipping to customer
- Return limit of one per year. Additional returns will be at additional cost on time and material basis. Shipping will be at additional cost.

Expedited Depot Service Agreement

- 2 business days targeted turn around on repair
- Includes parts replacement during repair up to \$800, as required
- Includes return next day shipping to customer
- Return limit of one per year. Additional returns will be at additional cost on time and material basis. Shipping will be at additional cost.

Consumable kit and extended spare kits are available.

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

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