

Thermo Scientific Service Level Descriptions

Mercury Freedom Systems

Service Offering Overview

Extended Warranty Agreement

Installation and Start-up Assistance

RATA Support

Onsite Calibrator Certification Service

Depot Calibrator Certification Service

Preventive Maintenance Service Agreement

Advanced Field Service Agreement

Premium Field Service Agreement

Extended Warranty Agreement

- Repair at Factory Depot Facility
- Includes parts replacement, as required
- Benefit of your standard warranty during the term of agreement

Installation and Start-up Assistance

(3 day onsite service)

Thermo Scientific provides the following services to assist you or your 3rd party representative to start-up your CEM system

- Verification of proper installation, wiring and tubing terminations
- Installation and Power-up; sample probe, analyzer rack
- Complete calibration of Thermo Scientific System
- Physically land and connect the tubing umbilical connections at both the probe and analyzer rack area, if required
- Verification and setup of requested analog signal outputs



Service and support offered for the following instruments:

Thermo Scientific™ 80i Mercury Analyzer
Thermo Scientific™ 81i Mercury Calibrator Analyzer
Thermo Scientific™ 82i Mercury Probe Controller
Thermo Scientific™ 83i Mercury Probe
Thermo Scientific™ 83gc Mercury Probe
Thermo Scientific™ 84i Mercury Permeation Source
M&C Hg Probe

RATA Support

(2 day onsite service)

- Check fully functional compliant system
- Calibrate analyzer prior to starting the RATA
- Assist certification team during RATA
- Our Field Service Engineer will visit the site one day prior to the arrival of the 3rd party certification test team to verify the functionality of your CEM system
- Two days onsite, additional charge for additional days

Calibrator Certification Service

The Thermo Scientific™ Calibrator Certification Service compares and validates the Thermo Scientific™ Model 81i Mercury Calibrator, as well as the Thermo Scientific™ High Level Model 81iH and Low Level Model 81iL Calibrators, to a NIST Traceable Vendor Prime or Field Reference Generator.

- Calibrate to NIST traceable reference methods
- Compliant with Utility MATS and Cement MACT
- Conduct Relative Accuracy Test Audits with confidence
- Provide NIST Traceable documentation verifying concentration outputs

Onsite Calibrator Certification Service: A Field Reference Generator (certified according to NIST standards by direct comparison to the Thermo Scientific™ Vendor Prime) and supporting test equipment will be shipped to your location in advance of the Field Service Engineer's arrival. Three days onsite, additional charge for additional days.

Depot Calibrator Certification Service: Upon receiving the User Calibrator, our qualified technician will perform a matrix comparison to the Thermo Scientific™ Vendor Prime Generator and will provide documentation verifying concentration outputs. Includes return standard shipping.

Annual Service Agreements

Part #	Description	Part #	Description
80i-EXT1	80i Extended Warranty*	81i-EXT1	81i Extended Warranty*
82i-EXT1	82i Extended Warranty*	84i-EXT-1	Depot Calibrator Certification Service
HGINFSA	Installation and Start up Assistance	FIELD-HG-NIST	Onsite Calibrator Certification Service
HGRASFA	RATA Support	DEPOT-HG-NIST	Depot Calibrator Certification Service
HGPMFSA1	Preventive Maintenance Service Agreement**	CONSULT FACTORY	Time and Material
HGADVFA1	Advanced Service Agreement**		
HGPREFSA1	Premium Service Agreement**		

*Two year extension available

**Two and three year plans are available

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

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

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Franklin, MA 02038
Ph: (866) 282-0430
Fax: (508) 520-2800
orders.aqi@thermofisher.com

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Preventive Maintenance Service Agreement – Onsite

- Visual inspection and cleaning
- Diagnostics check to verify operating parameters are within factory specifications
- Clean/replace filter(s), stingers and sample lines, as needed
- Pump rebuild or replacement, if required
- Priority call back for technical support during standard business hours
- Calibration of system and performance verification
- Quarterly onsite preventive maintenance visits including travel and labor – scheduled in advance

Advanced Field Service Agreement – Onsite

- Technical support during standard business hours – response within 2 hours
- Quarterly onsite preventive maintenance visits including travel and labor – scheduled in advance
- Discounted emergency onsite visit within 3 business days (10% discount on travel and labor)
- Spare parts at 10% discount (excluding consumables)
- NIST certification at 10% discount

Premium Field Service Agreement – Onsite

- 24/7 Technical phone support – response within 1 hour
- Travel & labor included for onsite corrective maintenance
- Quarterly onsite preventive maintenance visits including travel and labor – scheduled in advance
- Discounted emergency onsite visit within one (1) business day (20% discount on travel and labor)
- Spare parts at 20% discount (excluding consumables)
- NIST certification at 20% discount

Custom Agreement

Configured based on your business needs

Thermo
SCIENTIFIC

A Thermo Fisher Scientific Brand