



Unity™ Lab Services
Support Plans

Protect Your Investment

Increase Productivity • Reduce Costs • Boost Uptime

Unity™ Lab Services
Part of Thermo Fisher Scientific

SCIENTIFIC INSTRUMENTS

We understand the daily challenges you face – finding ways to increase productivity and reduce costs, while striving to achieve better results in less time. The strategy selected to maintain your instrumentation plays a key role in determining your productivity, while maintaining high quality standards. Our approach is to capitalize on the strengths of multiple service offerings providing global solutions for your instrument. We offer a variety of Support Plans and options to meet your needs:

	CRITICAL	EXTENDED WARRANTY	ESSENTIAL	LIMITED	PROACTIVE
Onsite Corrective Services					
Priority Onsite Support	2 Working days	3 Working days	3 Working days	5 Working days	
Onsite Visits - Labor & Travel	Unlimited	Unlimited	Unlimited	One	
Factory-certified Parts	•	•	• ⁽¹⁾	• (For One Visit)	
Operational Handling Error Coverage	•	•	•		
New Operator Assessment	•	•	•		
Repair during Qualification Services	•	•	•		
Designated Account Manager	•				
Instrument Relocation Services	•				
Instrument Uptime Guarantee	•				
Incidental Consumables	•				
Preventive Maintenance Services					
Onsite Preventative Maintenance	•	• ⁽¹⁾	• ⁽¹⁾	•	•
PM Parts Kits	•	• ⁽¹⁾	• ⁽¹⁾	•	•
Resources					
Unlimited Priority Telephone Support	•	•	•	•	•
Firmware/software Updates	•	•	•	•	•
Service History Tracking	•	•	•	•	•
Technical Reviews	•	•	•		
e-Support Online Technical Resources	•	•	•		
Discounted Service Products ⁽²⁾	•	•	•		

⁽¹⁾ These entitlements can be removed from the original plans. Availability of these options is dependent on the instrument model.

⁽²⁾ Requires purchase of services in the contract validity period.

A proactive maintenance strategy will maximize your technology investment by predicting and preventing problems before they occur. With each of our plans, you benefit from a selection of guaranteed response times and predictable costs that include travel expenses, labor and replacement parts. As a result, the life of your instrument will be extended, the overall productivity of your laboratory will remain at its highest level, and **your total cost-of-ownership will be greatly reduced.**

For more information about the Unity Lab Services Support Plans and other Services, please call your local office or visit:



www.unitylabservices.com

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