

Instrument service plans

Keep focused on what matters. We've got your back.

When you depend on the performance of your lab instruments, you can count on the Unity™ Lab Services team at Thermo Fisher Scientific to provide superior quality service that keeps your lab productive and running smoothly. With our extended warranty plans, when your instrument needs service, we'll get you up and running faster with 2x faster response times and a 30% reduction in downtime compared to customers without a service plan.



Need help?

- 2-hour response time for priority technical support
- Preventive maintenance (PM) to proactively identify and resolve potential issues before they happen.
- Preventive care is critical to the life and availability of your instruments and equipment.
- Powerful remote support available via our Technical Support experts
- e-Support online technical resources—access to an expanded comprehensive database of troubleshooting, tips, tech solutions, and more to help you focus on the science

Need savings?

- 20% discount on major software upgrades, approximately \$300 savings
- 10% discount on any additional parts (not used for repairs, these are included), accessories and consumables. No need to wait for advertised promo discounts. You receive a 10% discount throughout your active contract period. Approximately \$200 per year average savings.
- 15% discount on Raman lasers, approximately \$1500 to \$3795 savings dependent on the laser you purchase
- 10% discount on classroom in-depth training, approximately \$200 savings per course

Protect your instrument investment for years to come with a multiyear service agreement

Now you can ensure you will always get prioritized support and other key benefits throughout the lifecycle of your instrument.

Multiyear service agreement benefits:

- Lock in service price for up to 4 years
- Zero gaps in service coverage
- Seamless transition between from factory warranty to extended warranty
- Predictable costs over the lifecycle of your instrument
- Help support compliance requirements

Count on us for the support you need.

Rely on world-class service experts

As part of the Thermo Fisher Scientific organization, we are the world leader in serving science and have over 1500 Unity Lab Services engineers trained and certified through our Training and Mentoring and Certification (TMC) program. TMC is our training regimen to guarantee:

- Consistent quality in the repair and validation of your instruments and equipment
- World-class training specialists lead OEM focused coursework
- Certification through direct hands-on training
- Dedicated engineers for molecular instruments only; Unity Lab Service engineers are the most highly rated in the industry



Extended warranty features

Specifications	Extended warranty
On-site corrective services	
Priority on-site response time target	3 business days
On-site corrective maintenance Includes factory-certified parts, labor, and travel	●
Corrective maintenance during qualification services	●
Industry-exclusive requalification (RQ) included free of charge during corrective maintenance visits if OQ was added to the service plan	●
Preventive maintenance services	
Pre-scheduled, on-site preventive maintenance (PM) and PM parts kit (1/system/year)	●
Remote diagnostic and corrective services	
Priority remote diagnosis and repair, when possible	●
Unlimited access to remote support engineers through our latest digital and augmented reality tools	●
Value-added services	
Priority status technical support with targeted immediate phone response*	●
10% training discount (where available, upon request)	●
10% discount on parts, accessories, and consumables (upon request)	●

Optional services available for purchase	Benefits of plan
Operational qualification (OQ)	Includes requalification (RQ)
Additional preventive maintenance (PM)	Discounted

* Monday through Friday during standard business hours

Learn more at unitylabservices.com

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