

# Remote service process

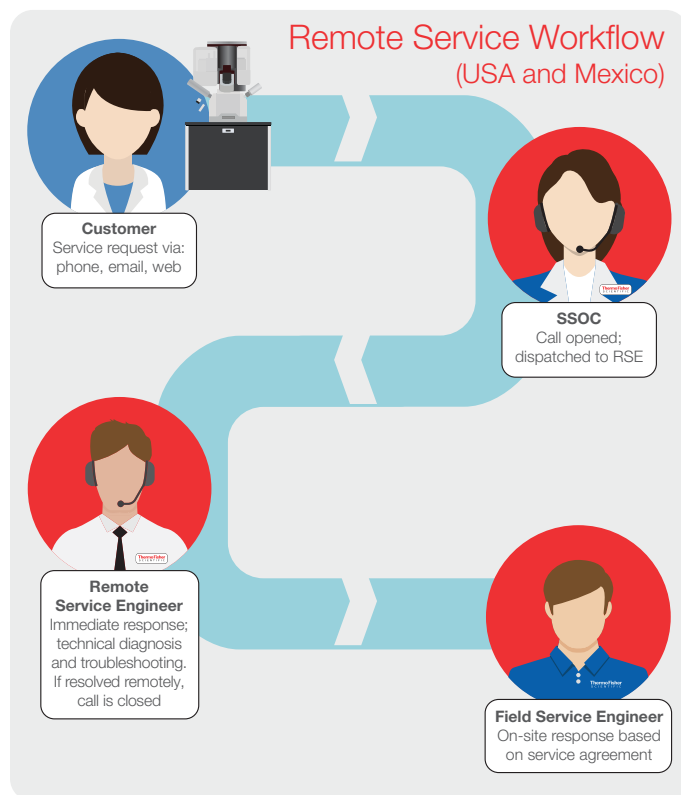
## Ready to serve

Our worldwide team of 1,000 service professionals are ready to assist you with technical issues or other service inquiries. Their goal is to expediently resolve any issue that might arise with your instrument. To help us meet this goal, please follow this process when requesting service support. This will ensure your call is properly documented and accurately routed.

## Call routing process

When you place your service request, a ticket is opened in our system during your contract hours and routed to a technical **Remote Service engineer (RSE)** in your region. The RSE will work with you via phone consultation and **RAPID**, if available, to troubleshoot your system and attempt to resolve the issue.

If the RSE determines on-site support is needed, the call will be dispatched to the primary **Field Service Engineer** for follow-up within our committed response time. Once service is complete, you will receive a **Field Service Report** that outlines the service performed on your systems by the engineer.



Find out more at [thermofisher.com/remote-service](https://www.thermofisher.com/remote-service)

## Ways to open a call

There are three ways you can open a service call: **email**, **phone**, or **web form**. Whichever method you use, please have the following information ready to help us respond quickly and efficiently to your service issue:

- User Name
- Phone Number
- Company Name
- System Serial Number
- Is the system down? (Y/N)
- Time of day issue occurred
- Description of issue

Many customers prefer to place a service call via **email** because they can submit a call at any time of the day and copy others in their group, including their primary engineer. This provides everyone another layer of tracking and serves as a pass-down within their group. (Please note, e-mail calls made outside of contract hours will be opened on the next business day.)

To open a service call via **email**, contact:

[USHIL.csoperations@thermofisher.com](mailto:USHIL.csoperations@thermofisher.com)

or, in Mexico: [karen.suarez@thermofisher.com](mailto:karen.suarez@thermofisher.com)

If you prefer to open a call via **phone**, contact your SSOC at:

**1-866-693-3426** in the US; in Mexico call: **+52 1 8110772892**

To open a service call online using a **web form**, visit us at:

[www.thermofisher.com/service-request](https://www.thermofisher.com/service-request) or scan the code below.

## Opening a call vs. dialing an FSE's cell phone

Our team of exceptional field service engineers is always committed to supporting your success. However, they spend their time in the field without an administrative team to help them process incoming requests. By logging your service request into our system, our team has full oversight of your service call and can escalate to other experts if needed. Additionally, if your primary engineer is in the middle of another service visit, separate resources can be routed to you, ensuring you receive a prompt response. Finally, documenting your service request ensures that the date and time of your service call is captured, allowing us to track all activity on your instrument and ensure we are meeting our commitments.

If you have any questions or concerns about the service you receive or how to open a service call, please contact your local Field Service Manager.