

Service request process

Ready to serve

Our worldwide team of 1,300 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 service is needed, you can directly call our team of **Remote Technical Support Engineers** in your region. Your **Remote Technical Support Engineer (RTS)** will open a ticket in our system and work with you via phone consultation and RAPID, if available, to troubleshoot your system and attempt to resolve the issue.

If the RTS 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

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:

MSDSERVICE.NA@thermofisher.com

or, in Mexico: karen.suarez@thermofisher.com

If you prefer to open a call via **phone**, in the US contact us at:

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

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

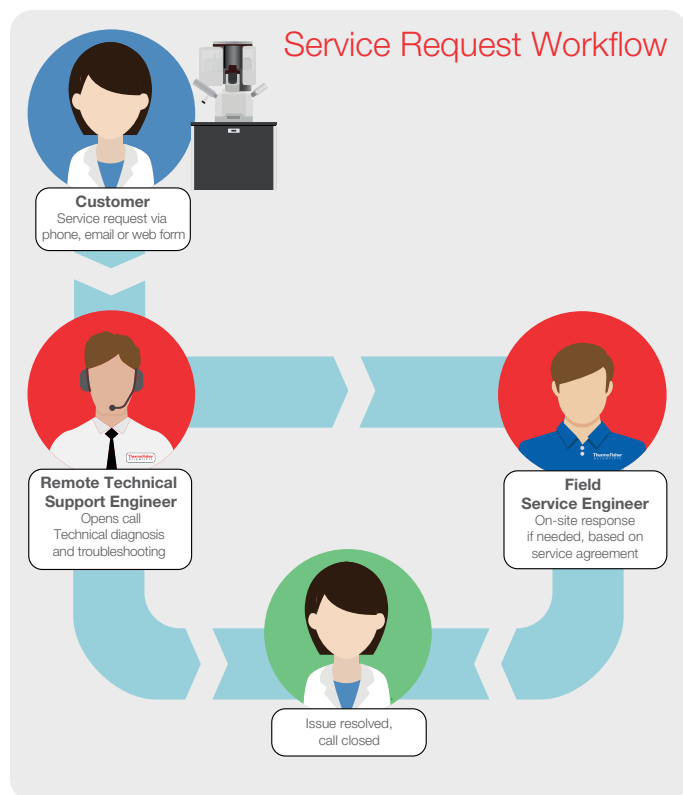
www.thermofisher.com/service-request or scan the

QR code below.

Calling our RTS team 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 Supervisor.



Find out more at thermofisher.com/remote-service

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