

ARL—Service

Beyond repair to responsive care

Superior quality service plans to reduce downtime and get you up and running faster

You depend on the performance of your lab instruments, and you should be able to depend on your service provider to help keep your instruments running smoothly. At Thermo Fisher Scientific, we understand that there's no time for downtime and that getting you up and running fast is critical to your lab's success.

As part of the industry's largest service and support organizations with original equipment manufacturer (OEM)-certified service professionals, our ARL service team is ready to assist you when you need us. Laboratories worldwide count on us to deliver industry-leading service and support, and you can too.

Choose superior quality service solutions that will get your instruments up and running faster with:

- Highly experienced and certified engineers and support staff
- Maintenance and repair using authentic OEM parts
- Proactive preventive maintenance to increase instrument uptime
- Digital remote technical support for faster troubleshooting, diagnosis, and instrument resolution

Remote resolution of more than 30%* of issues with our remote repair services



Digital Remote Support

Get Direct access to our dedicated experts

Service plans designed for you

Built on more than 50 years of service expertise, our superior-quality service plans for Thermo Fisher Scientific ARL instruments get your lab up and running fast. With a service plan, you will maximize system uptime, get fast repair turnaround time from manufacturer-trained and certified field service engineers (FSE), and extend the life of your instrument.

Every new instrument purchase comes with a one-year factory warranty. Extended coverage service plans are also available at the time of instrument purchase.

| | Proactive | Essential & Extended Warranty | Critical |
|---|---|--|---|
| | Faster diagnosis and remote resolution to get you back up and running | Decreased downtime with regular maintenance and upkeep | Fastest, highest priority response time available for critical operations |
| Specification Ideal for | Immediate tech support with on-site response when needed | Comprehensive maintenance with predictable service costs | Instrument availability and uptime prioritization |
| Remote Diagnostic and Remote Repair Services | | | |
| Priority on remote diagnostic and repair (when possible) with targeted immediate phone response* through DRS (Digital Remote Support) | ● | ● | ● |
| Unlimited access to DRS through our latest digital tools | ● | ● | ● |
| Preventive Maintenance Service | | | |
| Pre-scheduled, on-site preventive maintenance (PM) and PM parts kit (1/year)** | ● | ● | ● |
| On-site Corrective Service | | | |
| Priority on-site response time target | | 3 business days | 2 business days |
| On-site corrective maintenance (Includes factory-certified parts, labor, and travel) | | Unlimited | Unlimited |
| Value Added Services | | | |
| 10% training discount (where available), upon request | | ● | ● |
| Service history and site management reviews | | | ● |

* Monday through Friday during standard business hours; 2 hours guaranteed response time in English.

** Additional on-site preventive maintenance is available at discounted price.



Included with all service plans, regular preventive maintenance on an instrument can proactively identify and resolve issues before they impact performance. This service helps ensure the accuracy of your analytical results and provides a higher probability that operational qualifications will pass required specifications and audits. Typical preventive maintenance (PM) may include overall inspection, cleanup, replacing worn parts, tuning, and more.



Each service plan includes exclusive access to Digital Remote Support tools to help keep your instruments and your lab running smoothly. Secure, remote desktop support helps identify and resolve instrument issues remotely more than 30% of the time, reducing the need for some on-site repairs. Should your instrument require an on-site visit, these digital repair tools allow our engineers to diagnose, isolate necessary parts, and prepare for repairs, increasing first-time fix rates.

Find out more at thermofisher.com/bea-services

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