

thermo scientific



Thermo Scientific Service Supporting Your Success

Service Portfolio for APAC

ThermoFisher
SCIENTIFIC

Service for the lifetime of your system

Optimal system performance, access to a world-class infrastructure of field service experts, technical support and certified spare parts. At Thermo Fisher Scientific, service is more than maintenance—it is the gateway to achieving your most ambitious outcomes while receiving the value you require.

A commitment to excellence

Each Thermo Scientific™ service agreement represents a promise to our valued customers to not only provide market-leading support, but to also demonstrate an exceptional level of care and commitment to their success. Whether you need unlimited on-site service, a rapid response time or convenient access to expert technical support, our comprehensive service offerings will help you succeed at every stage of your system's lifecycle.

Quality service within your budget

You do not have to choose between optimal microscope performance and your bottom line. The offerings in the Science portfolio all represent Thermo Fisher Scientific's exceptional service, including spare part warehouses strategically located across APAC, preventive maintenance, technical support and certified spare parts. With Thermo Fisher Scientific, you choose the offering that best fulfills your service needs while still meeting your budgetary goals.

Hold the fine print

Unlike some third-party service providers, Thermo Fisher Scientific will never limit spare part coverage based on cost, take part in insurance schemes, or install poor-quality parts in order to save money. You will achieve value by selecting the offering that best fits your priorities in partnership with your Service Manager, with no hidden costs or compromises on quality down the line. No matter what Thermo Scientific service offering you choose, we will provide you with the best quality, technical expertise and committed support team that makes us the premier partner in service.

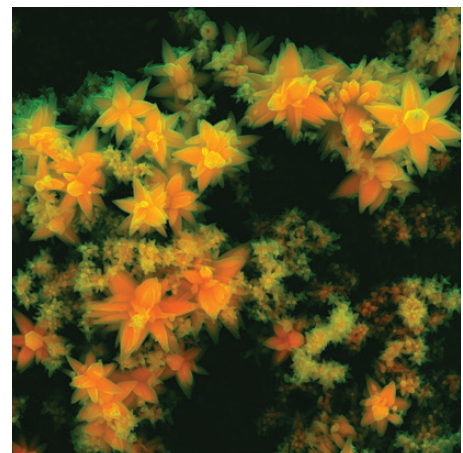
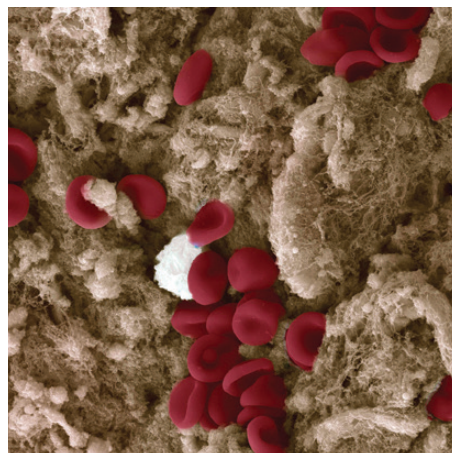
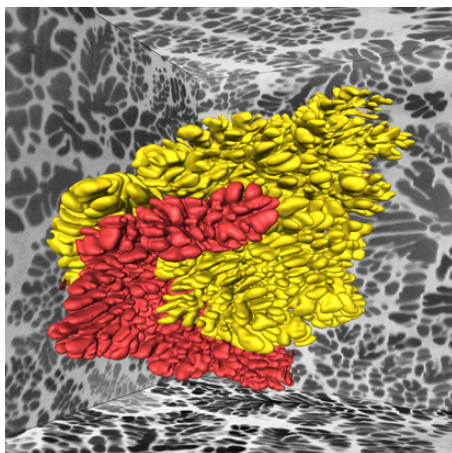
Thermo Scientific Premier

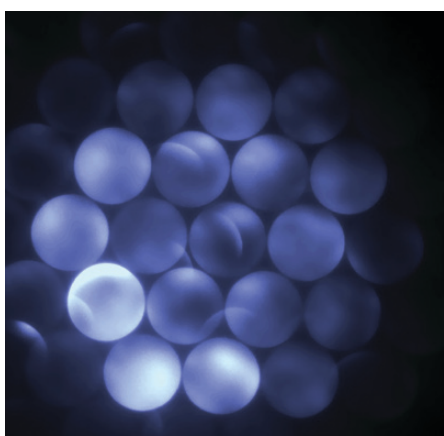
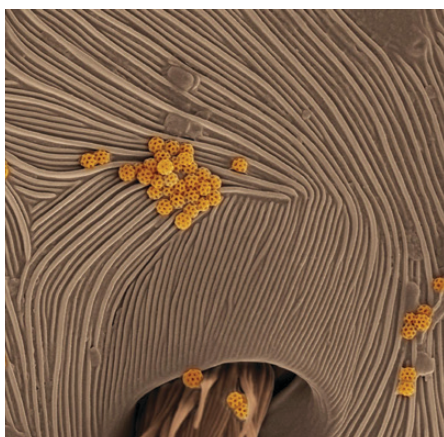
Thermo Scientific Preferred

Thermo Scientific Essential



	Essential	Preferred	Premier
Targeted On-Site Response	48 hours	48 hours	24 hours
Labor	✓	✓	✓
Travel and Expenses	✓	✓	✓
Parts	15% discount	✓	✓
FEG Tip Replacement		✓	✓
Preventive Maintenance	✓	✓	✓
Telephone Support	✓	✓	✓
RAPID	✓	✓	✓
Software Updates	✓	✓	✓





Thermo Scientific Essential

Keep your system in prime condition with the help of our field service experts. Provides corrective maintenance visits as needed with a targeted 48-hour on-site response, as well as a 15% discount on certified spare parts. Also includes preventive maintenance, software updates and telephone support.

Thermo Scientific Preferred

Delivers an expedited on-site response and abundant coverage in all aspects of service. Includes corrective maintenance visits as needed with a targeted 48-hour on-site response, as well as annual preventive maintenance, telephone support, software updates and certified spare parts.

Thermo Scientific Premier

Provides a rapid response when you need attentive on-site care. Includes corrective maintenance visits as needed with a targeted 24-hour on-site response, as well as annual preventive maintenance, telephone support, software updates and certified spare parts.

Find out more at thermofisher.com/EM-Sales