



Services Central

Your window to an enhanced service experience

With Services Central, you can spend less time searching for support and more time focusing on your important work. This online platform has what you need to easily manage your instruments and equipment*—at no cost.



Submit a service request at any time

You and your colleagues can request service 24/7.**



Track service in real time

Receive real-time updates on your ticket status.



Troubleshoot with ease

Instantly access your service history and manuals to help diagnose and resolve instrument and equipment issues. View and download service reports.



Make it your own

Customize instruments and equipment with nicknames and favorites, and organize by groups and systems.



Stay updated and request quotes

Get in-platform notifications when a service plan or warranty is expiring. Request a renewal quote or on-demand service quotes online anytime.



Shop with ease

Purchase consumables with confidence using selection guides and conveniently access eLearning courses.

* Supported instruments and equipment vary by region. Visit [thermofisher.com/servicescentral](https://www.thermofisher.com/servicescentral) to view what is supported in your location.

** We'll respond during normal business hours, but your ticket will be in the service queue as soon as it's submitted.

Get started in two easy steps:



1. Log in to your Thermo Fisher Scientific account or create a new account at thermofisher.com/servicescentral/login.

Sign into your account

Username: *

Username is a required field

Next

[Having trouble signing in?](#)

Why you should create an account

Quickly and easily register to take advantage of these benefits:

- Contracted Pricing
- Place and Track Orders
- Online Quotes
- Earn Rewards

First name: *

Last name: *

Email: * This will be your username

Password: *

Password strength:



2. Go to “Add instruments” and use your instrument or equipment serial numbers to add them to Services Central.

1 Input
2 Review
3 Summary

Add instruments to your account to attain instant access for submitting and tracking support request, service contract status, and other various support-related content.

Manual entry
Enter instruments 1 at a time

Bulk upload
Upload up to 50 instruments at a time

Serial number* <small>(Required)</small>	Nickname <small>Personalize the instrument identifier (optional)</small>
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value="Example Asset ID or instrument name"/>
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value="Example Asset ID or instrument name"/>
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text" value="Example Asset ID or instrument name"/>
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Manual entry
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Bulk upload
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1. Download .xlsx template
(required)

2. Follow instructions to
enter and format data

3. Choose file or drag and
drop to upload



Share with colleagues

Invite others to join Services Central: linked users can see open tickets, service updates, manuals, and service history for instruments and equipment they manage together.

Learn more and view supported instruments and equipment at thermofisher.com/servicescentral