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 ticket status

Troubleshoot with ease:
instantly access your service history or operating manuals to help diagnose and resolve simple instrument and equipment issues

Make it your own:
customize instruments and equipment with nicknames, add favorites, and create your own groups and systems

* Supported instruments and equipment vary by region. Visit 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.

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

Share with colleagues

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

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