

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.

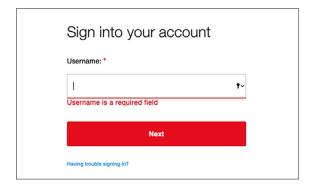
^{*} Supported instruments and equipment vary by region. Visit thermofisher.com/servicescentral to view what is supported in your location.

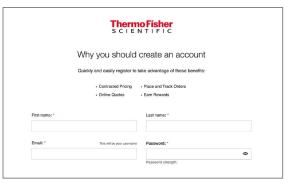
^{**} We'll respond during normal business hours, but your ticket will be in the service queue as soon as it's submitted.

Get started in two easy steps:



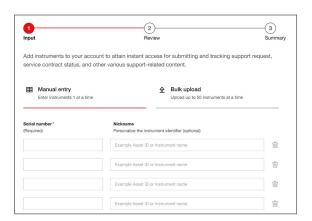
1. Log in to your Thermo Fisher Scientific account or create a new account at **thermofisher.com/servicescentral/login**.

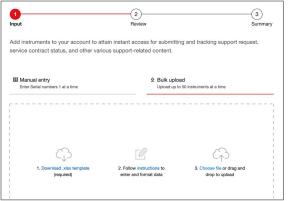






2. Go to "Add instruments" and use your instrument or equipment serial numbers to add them to Services Central.







Share with colleagues

Invite others to join Services Central: linked users can see 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**