

# Keep service personalized. We've got your back.

Get superior service and support  
to maximize your investment



## Services and support

# Customer concierge services

## A standard of support that's a cut above

Welcome to a new level of service. Count on our dedicated customer concierge services for an exceptional and seamless experience implementing your new instrument. From order placement through installation and training, we'll streamline and simplify the process as your main point of contact to ensure your laboratory is set up for success.\*

### We're here for you every step of the way

Make the most of your investment with the help of customer concierge services. We'll help to provide guidance and support to ensure a successful product implementation.



#### Site readiness

Helping you prepare your laboratory space for a successful installation, providing critical documentation and checklists



#### Delivery

Tracking shipment and ensuring all items arrive



#### Installation

Connecting you with a highly skilled field service engineer to coordinate instrument installation



#### Training

Scheduling training with a knowledgeable field application scientist

\*Concierge services are available in certain geographies.

Learn more at [thermofisher.com/instrumentservices](https://thermofisher.com/instrumentservices)