



Services and support

# Service and support for bulk material handling equipment

Maintain the accuracy and increase equipment longevity of belt scales and tramp metal detectors.

## Advantages of Thermo Fisher Scientific service plans



### Reduced downtime

Remote services, proactive maintenance, and onsite corrective maintenance ensure you minimize downtime and keep your production flowing. Regular scheduled preventive maintenance works ahead to maintain optimum equipment operations and desired accuracy.



### Predictable costs

A service agreement provides on-site service for your specific instrument with the highest response levels and covered or reduced costs to support your annual maintenance expenditure.



### Flexible coverage

We understand that every customer has unique requirements. That is why we offer a choice of service agreements, ranging from quick, convenient telephone support to targeted on-site support.



### Priority response

You come first. Customers covered under a service plan receive priority service responses over customers without an agreement.



### Manufacturer-approved parts

We recommend only using original manufacturers' certified parts to keep your system operating at maximum productivity. All our parts are guaranteed to perform to our instruments' rigorous design specifications.



### Quality services

Our engineers are factory trained, and our manufacturing sites are ISO9001 registered and compliant. A machine calibration improves your instrument performance, and we facilitate traceable certification for your quality systems.



## Choose the service plan that's right for you.

	Service plans		
	Premium	Advanced	Preventive
<b>Features</b>	Fastest, highest priority response time available with safety stock parts included	Maximize uptime with regular maintenance and certifications	Remote support to keep equipment up and running
<b>Remote services</b>			
Remote technical support	✓	✓	✓
Targeted phone response	2 hours	2 hours	2 hours
Proactive maintenance	✓	✓	✓
<b>Preventive Maintenance</b>			
Calibration	✓	✓	✓
Equipment certification <sup>1</sup>	✓	✓	✓
Accredited certification <sup>1</sup>	✓	✓	
Software updates	✓	✓	✓
Software upgrades	✓	10% off	
System upgrades	10% off		
<b>Onsite corrective maintenance</b>			
Targeted onsite response <sup>2</sup>	Top priority	High priority	Priority
Labor & travel	✓	✓	10% off
Spare parts	✓	10% off	10% off
Safety stock parts replenishment <sup>3</sup>	✓		
Consumable parts	10% off		

<sup>1</sup> Certification varies by region

<sup>2</sup> Actual targeted response time varies by region

<sup>3</sup> Requires all systems under Premium Service Plan

Contact a **Thermo Fisher Scientific** representative today to discuss a service plan and how we can customize it to fit your unique requirements.

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

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