



**Thermo Scientific**  
Service and Support



- Protect your investment
- Minimize expensive downtime and maximize efficiency
- Meet or exceed regulatory, corporate and quality standards

## industry leading product inspection service and support solutions

We offer a wide variety of high quality, timely and cost effective care options tailored to your individual needs.

**Thermo**  
SCIENTIFIC

# A wide range of service and support options

We provide a complete range of services, parts and repairs to ensure that Thermo Scientific products constantly perform to the most demanding customer requirements.

- Parts stocked in several locations worldwide to minimize customer downtime
- A technical support team supporting customers from around the Globe; addressing basic questions or troubleshooting equipment via phone and/or internet
- Global Network of factory-certified engineers, consultants and professionals offering preventative maintenance, field service repair, along with comprehensive service agreements
- Factory repair centers with rapid turnaround

## Service Options

- Service agreements
- Additional calibration visits
- Multiple year agreements
- Enhanced response times
- Additional preventive maintenance visits
- Global multi-site agreements
- Training
- System management report
- Asset management report
- Extended warranties
- Emergency visits
- On-Site maintenance
- Factory repair
- Validation
- Parts & consumables
- Technical support
- Applications support
- After hours support
- Compliance services
- Remote diagnostics
- PASS program

### Reduced Downtime

You can dramatically reduce production downtime and unnecessary product giveaway with regular preventive maintenance and pre-scheduled calibration visits.

### Predictable Costs

Eliminate unexpected issues and control costs. Guarantee the highest level of response at predictable costs.

### Certified Parts

Your system is a sophisticated, precision instrument. To keep it operating at its maximum productivity levels, we recommend that you use only original manufacturers certified parts. All our parts are guaranteed to perform to our instruments' rigorous design specifications.

### Flexible Coverage

Our customers have a wide variety of requirements for preventative and emergency service; this is why we offer a variety of service agreement levels. Our customers can choose the level of coverage that best suits their needs.

### Priority Response

Customers with service contracts get priority response over non-contract customers.

### System Upgrades and Conversion Kits

With an installed base of thousands of systems worldwide, we continually work with customers to upgrade our legacy products and extend the life of their investment.

Offerings	Platinum	Silver	Bronze
Validation	Available	Available	Available
Preventive Maintenance (number of visits)	2	2	1
Phone Support (may vary from country to country)	Included	Included	Included
Unscheduled Service: Travel Costs	Included	10% discount	5% discount
Unscheduled Service: Labor Costs	Included	10% discount	5% discount
Parts Costs	Included	10% discount	5% discount
Software Upgrades	Included	10% discount	5% discount
System Upgrades	10% discount	10% discount	5% discount
Product Assurance Services & Solutions (PASS)	5% discount	No discount	No discount
Depot Repair	Included	10% discount	5% discount

## Service and Support Agreement

The responsive personal attention you expect from the world leader in product inspection. Our global network of factory-trained service engineers and support staff ensure your system uptime is maximized.

# Product Assurance Services & Solutions - PASS

Through the Thermo Scientific™ Product Assurance Services & Solutions (PASS) program, we can thoroughly test every suspected product for contaminants so that you can continue producing products which your consumers rely on! We provide you with a fast response, quality assured method by using the most advanced, non-destructive inspection techniques resulting in maximum product recovery. Little things like contaminants may add up to be a big problem. Let us test and recover your products so you can sleep a little better at night!

## Experience

Benefiting from more than 20 years experience as a market leader in the industry, we have been setting the standard for others to follow in the field of contaminant detection and product recovery. The Thermo Scientific PASS program has been fully certified in ISO 9001 since 1999 making the service the first product recovery service to achieve such high standards. This, along with detailed inspection procedures and reporting for full traceability, has led to a number of government and corporate certifications and approvals allowing us to perform under even the strictest conditions.

## Applications

Our X-ray and metal detection systems have been successfully employed to detect ferrous, non-ferrous and stainless steel metals, glass, stone, bone, PVC-based plastics, rubber and a number of other dense contaminants. We are also able to detect product variations such as air voids and under filled packaging as well as product damage, missing components and a range of other quality defects or non-conformities.

## Confidentiality

Any inquiry, product tests, inspection work and reports and findings relating to the inquiry or inspection work carried out by the Thermo Scientific PASS program will always be undertaken in the strictest confidence. Discussions with any member of the team will never be publicized or discussed with other parties, hence your company confidentiality is never compromised.

## Technology

Thermo Scientific Product Assurance Services & Solutions program uses the most sensitive and advanced X-ray and metal detection equipment available, often able to detect contaminants below 1 mm. We have access to some of the best known, well established and respected brand name equipment available. Your products can be inspected automatically or manually using a variety of equipment at your facility or at one of our approved inspection facilities.

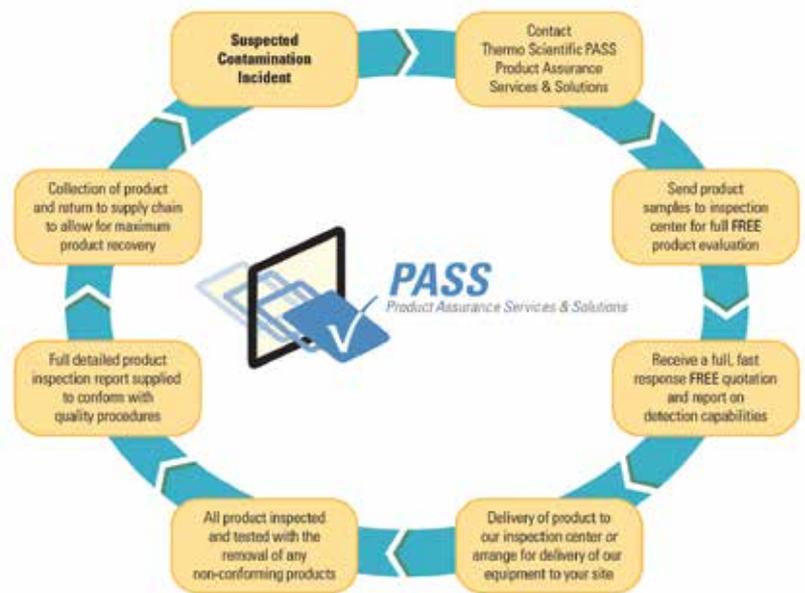
## Flexibility

To ensure that you receive the fastest most comprehensive response to your inquiry, suspected contamination or product non-conformity, the Thermo Scientific PASS program will offer you a free, immediate and totally confidential product evaluation service at one of our inspection centers. We take a flexible approach to the sensitive issues that come with suspected product contamination. We are also able to provide a fast response, convenient and cost effective solution to some of these issues that can arise. This will allow you to get your product back into the distribution chain faster than any other method or process.

## Industries Served Include:

Food and beverage • Pharmaceutical • Medical • Cosmetics • Healthcare

Thermo Scientific Product Assurance Services & Solutions (PASS) program will provide a certified, quality-assured, fast-response, cost-effective solution to any incident of suspected product contamination or non-conforming product.



### Detectable Contaminants Include

- Metal
- Plastic
- Stone
- Product Mass
- Glass
- Rubber
- Bone

### Detectable Manufacturing Faults or Defects Include

- Missing product
- Broken or damaged product
- Under filled packaging
- Overfilled packaging
- Inclusion of promotional gifts, or the non inclusion of promotional gifts
- Glass defects, chips or cracks
- Misplaced labels or caps

### Packaging Types and Products Include

- Metal containers
- Glass containers
- Foil packs
- Cardboard trays or cartons
- Plastic containers
- Frozen products
- Processed foods
- Packaged goods
- Medical disposable products



### Quality You Can Count On

All of our engineers are factory trained, and our manufacturing sites are ISO9001 registered and compliant. A machine calibration adjusts your instrument performance and we provide traceable certification for your quality systems.



## Thermo Scientific Customer Care Product Lines

**X-ray Inspection** – Provides advanced detection of contaminants, missing / broken items and fill height detection

**Metal Detection** – High-performance detection of metal contaminants helps you to protect your brands

**Checkweighing** – Our high-speed checkweighers help you control underfill and overfill—maximizing your profits



### X-Ray Inspection

Thermo Scientific™ X-ray inspection systems provide complete protection from metal, glass, stone and other dense foreign objects. We provide a range of models from our entry level Thermo Scientific™ NextGuard™ system to our high performance Thermo Scientific™ Xpert™ and Thermo Scientific™ POWERx systems.



### Metal Detection

Thermo Scientific metal detection systems provide a high level of performance, ease of use and reliability. Our Thermo Scientific™ APEX product family is designed to provide the highest level of sensitivity with minimal false rejections in a broad range of applications.



### Checkweighing

Thermo Scientific checkweighers combine the latest in weighing technology with a variety of weighframes for general purpose applications as well as more demanding, high rate and high accuracy applications.



## thermoscientific/productinspection

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