

Service | Preferred for Sciences

Ready when you need it, performing as promised

For academic institutes and industrial labs, award-winning Thermo Scientific instruments have advanced the latest research capabilities.

As you continue to explore unknown horizons, Thermo Fisher Scientific recommends its Preferred service option to maintain critical instrument availability for cutting-edge research results.

Deliver research through dependable performance

From 3-D NanoCharacterization and *in situ* NanoProcesses to 3-D Nanoprototyping, you can rely on Thermo Scientific™ research instruments to bring the future into focus. The Preferred service contract option provides your ancillary “research team” — highly trained technicians committed to problem resolution and service excellence with 48-hour-or-sooner on-site response times, phone support and preventive maintenance.

Practical convenience, predictable availability

Research settings can be challenging with multi-user environments and diverse sample materials, and your diagnostic tools need to be at-the-ready for the next critical discovery. Preferred provides preventive maintenance and responsive repairs in a timely, dependable fashion.

As a key component of the Thermo Scientific Service offerings, Preferred for Sciences gleans the collective expertise of over 700 service professionals worldwide, including Field Service Engineers (FSEs) who each average over a decade of highly technical experience. You'll also enjoy all the benefits of Thermo Fisher's large service infrastructure, including global technical support teams, strategically located parts inventories, proprietary Remote Access Program for Interactive Diagnostics (RAPID), regional support operations centers and applications specialists.

With Thermo Scientific Service | Preferred

Extend the life of your instrument with proactive service

Maximize the long-term value of your equipment

Achieve thought-leadership standing with timely research results

Enjoy high priority, all-inclusive service with predictable cost of ownership

Rely on high availability to push the boundaries of discovery



“Thermo Scientific Service | Preferred for Sciences provides the reliable foundation we need to continue moving our research forward.”

With Thermo Scientific Service | Preferred for Sciences you can be confident in the timely attention and dependable response from our knowledgeable specialists. Offering comprehensive coverage for your critical instruments.

Preferred includes:

Priority response

Preferred status and priority scheduling mean faster response, quicker resolution and committed escalation.

On-site service

Unlimited service visits restore your instrument to operating condition and minimize downtime. Coverage includes all labor, travel and travel expenses, with a 48-hour-or-better, on-site response time.

Preventive maintenance

Proactive preventive maintenance visits keep your instrument operating at peak productivity while extending the life of the instrument.

Thermo Scientific quality parts

All Thermo Scientific parts necessary for repairs are covered under the Preferred contract. Thermo Fisher has inventories positioned strategically throughout the world to speed maintenance or consumable parts to your site.

Software updates

All software updates, including license and installation, keep your instrument current.

Telephone support

Unlimited technical phone support, with a targeted, 4-hour-or-better response time for both hardware and software, contributes to a faster resolution.

RAPID—remote diagnostics

Within 24 hours of your call, Thermo Fisher service engineers using RAPID can diagnose and solve problems remotely, identify and order replacement parts promptly and directly access your instrument to provide on-the-spot escalation support.



Thermo Scientific Service | Supporting Your Success

Stronger system performance throughout your instrument's lifecycle.

To learn more, contact your local Thermo Fisher representative or visit us online.

Find out more at [thermofisher.com/EM-Sales](https://www.thermofisher.com/EM-Sales)

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