

Service | Assurance Warranty

Performance you can count on—guaranteed

The finest leading-edge equipment deserves stand-out service across its entire lifetime. Start your journey to success with the Thermo Scientific Assurance Warranty—we'll be there for you every step of the way.

Throughout your equipment's lifecycle, Thermo Scientific™ Service will work with you to achieve your most ambitious business outcomes. From on-site and remote service, to preventive maintenance, to peer-to-peer collaboration, Thermo Fisher Scientific offers all the elements you need to succeed. Thermo Fisher is more than an equipment vendor—we are your partner in success, which is why every new system comes with a 12-month warranty backed by our extensive service infrastructure and global team of expert service professionals.

Industry-leading warranty

Thermo Fisher offers the most comprehensive warranty in the industry, with access to on-site service, including travel and spare parts, and a 48-hour response. The Assurance Warranty also includes telephone support with a targeted 4-hour response, as well as remote diagnostics, preventive maintenance, and software updates—so your system is protected from every angle.

Outstanding infrastructure

Thermo Fisher invests in its people, processes, logistics, and diagnostics to deliver best in class support to customers worldwide. Only Thermo Fisher stocks a full range of 8,000+ parts at strategic inventory locations around the world, to ensure that the part you need can be expedited on-site. Our company's investment in research and development continuously yields new proprietary processes and software that reduce downtime and increase productivity.

Worldwide service network

Thermo Scientific Service encompasses over 700 employees dedicated to your success. Across all regions, a network of highly trained engineers, applications specialists, and technical support staff collaborate and respond quickly to resolve any service need. Trust the same experts who designed your instrument to keep it functioning optimally for years to come.

With Thermo Scientific Service

Experience peace of mind with the support of experts who designed, manufactured and installed your system

Maintain superior system performance to minimize downtime associated with preventive and corrective maintenance

Protect your investment with Thermo Fisher's commitment to service excellence and innovation

Maximize availability with a total team approach to maintenance and service

Benefit from Thermo Fisher's extensive service infrastructure to effectively support your end-to-end workflow

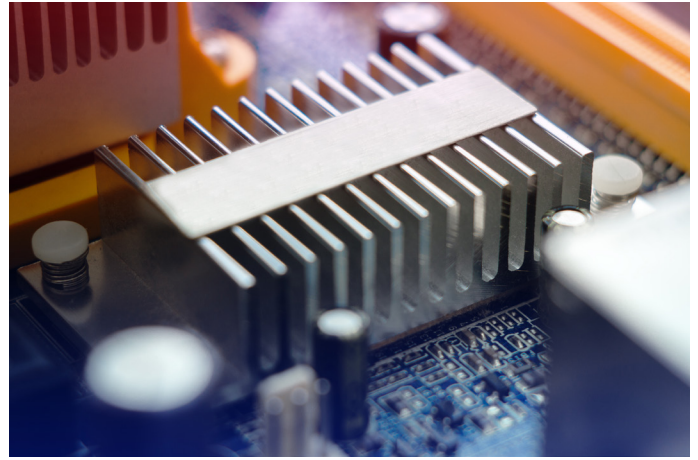


“Thermo Fisher Service teams are our technology lifeline—professional, experienced and dedicated to ensuring satisfaction.”

ThermoFisher
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Additional features include:

- On-site service, including labor, travel, and accommodation, with a 48-hour response
- A preventive maintenance visit, including safety and performance checks, as well as cleaning and part replacement
- RAPID remote support, where Thermo Fisher engineers can identify and order replacement parts and directly access your instrument to provide on-the-spot escalation support
- Thermo Scientific quality parts for corrective maintenance service
- Software updates, including license and installation
- Telephone support with targeted 4-hour response time



Thermo Scientific Service | Assurance Warranty

The Assurance Warranty protects your instrument — and your peace of mind.

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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