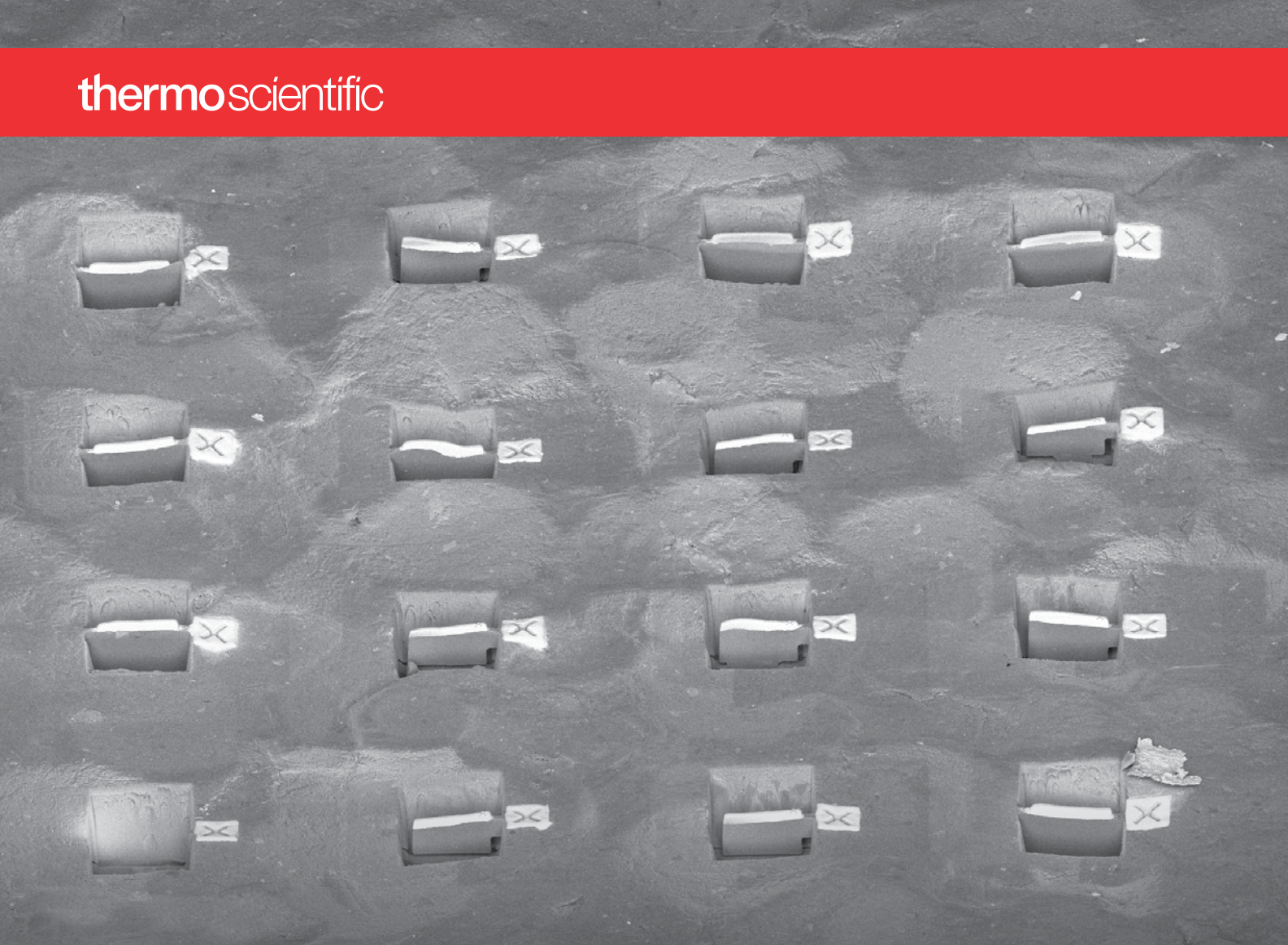


thermo scientific



Thermo Scientific Service, Supporting Your Success

Service Portfolio for North America Science

ThermoFisher
SCIENTIFIC

Service for the lifetime of your system

Optimal system performance. Access to a world-class infrastructure of field service experts, technical support, and certified spare parts. At Thermo Fisher Scientific, service is more than maintenance—it is the gateway to achieving your most ambitious outcomes while receiving the value you require.

A perfect fit

Only you can define your service values—whether that means remote support, a rapid on-site response time, or unlimited service visits. While the service agreements available in our Science Portfolio all exemplify the responsive, high-quality service Thermo Fisher Scientific is known for, each is specially designed to align with the unique values of our customers.

Quality service, within your budget

You don't have to choose between optimal microscope performance and your bottom line. The offerings in the Science portfolio represent the hallmarks of Thermo Fisher Scientific's exceptional service, including our market-leading service infrastructure, preventive maintenance, technical support, software updates, and certified spare parts. With Thermo Fisher Scientific, you choose the offering that best fulfills your service needs while still meeting your budgetary goals.

Hold the fine print

Unlike some third party service providers, Thermo Fisher Scientific never employs caps on spare part cost, insurance schemes, or second-rate part quality to realize savings. You will achieve value by selecting the offering that best fits your priorities in partnership with your Service Manager, with no hidden costs or compromises on quality down the line.

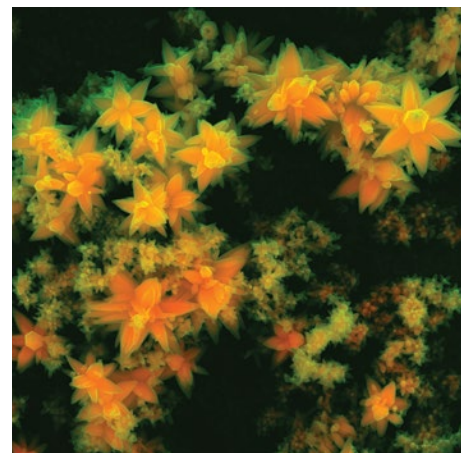
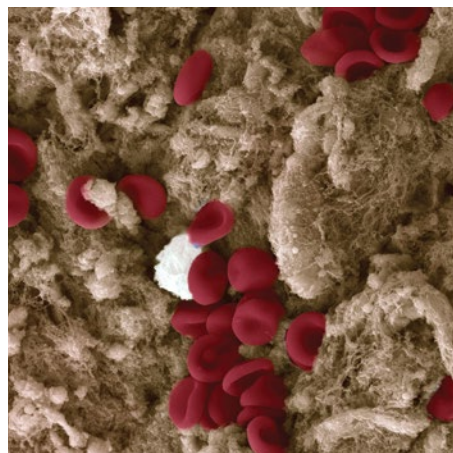
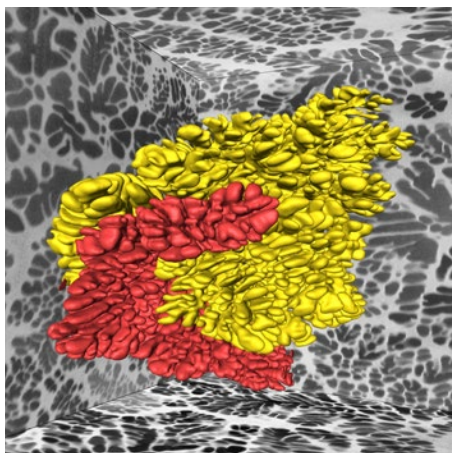
Thermo Scientific Preferred

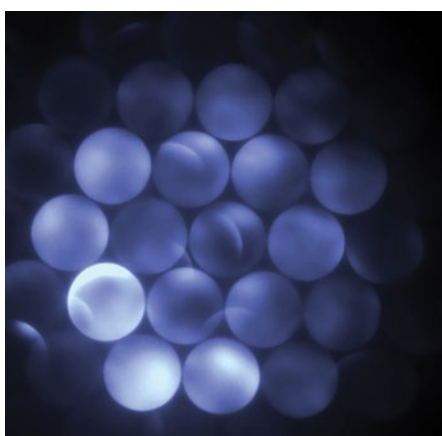
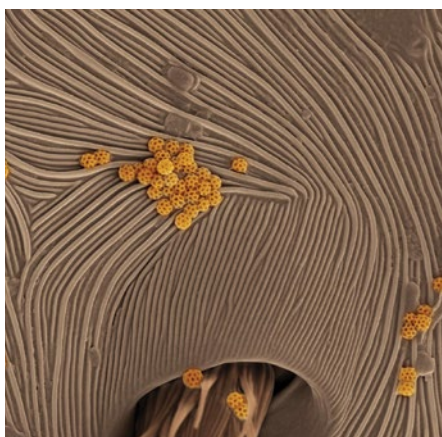
Thermo Scientific Essential

Thermo Scientific Limited

Thermo Scientific Tech Direct

	Tech Direct	Limited	Essential	Preferred
Targeted On-Site Response	4 business days	4 business days	48 hours	48 hours
Labor		One intervention included, 10% discount thereafter	✓	✓
Travel and Expenses		One intervention included	✓	✓
Parts	10% discount	One intervention included	15% discount	✓
FEG Tip Replacement				✓
Preventive Maintenance		✓	✓	✓
Telephone Support	✓	✓	✓	✓
RAPID	✓	✓	✓	✓
Software Updates	✓	✓	✓	✓





Thermo Scientific Tech Direct

Provides cost-effective, technology-driven support for customers comfortable with a remote service model. Includes technical support via email, telephone, or RAPID with a 4-hour response, as well as software updates that can be installed remotely. On-site service is available for purchase with a response time of 4 business days, and spare parts are offered at a 10% discount.

Thermo Scientific Limited

An excellent entry point to Thermo Fisher Scientific's world-class service. Provides one service intervention with spare parts, a targeted on-site response of 4 business days, and a 10% discount on additional labor. Also includes annual preventive maintenance, software updates, and telephone support.

Thermo Scientific Essential

Keep your system in prime condition with the help of our field service experts. Provides corrective maintenance visits as needed with a targeted 48-hour on-site response, as well as a 15% discount on certified spare parts. Also includes preventive maintenance, software updates, and telephone support.

Thermo Scientific Preferred

Delivers an expedited on-site response and abundant coverage in all aspects of service. Includes corrective maintenance visits as needed with a targeted 48-hour on-site response, as well as annual preventive maintenance, telephone support, software updates, and certified spare parts.

Find out more at thermofisher.com/EM-Sales