

thermo scientific



# Thermo Scientific Service, Supporting Your Success

Service Portfolio for Europe 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 full parts coverage, 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 Scientific 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 Scientific never employs a cap 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**

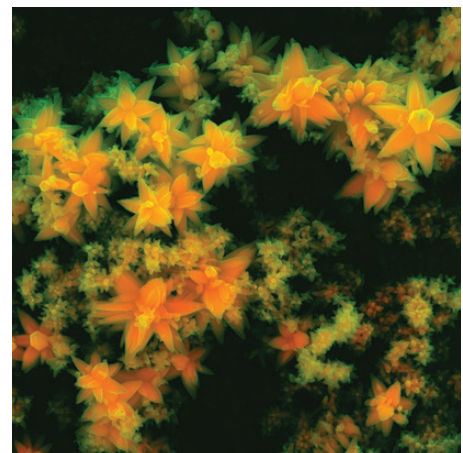
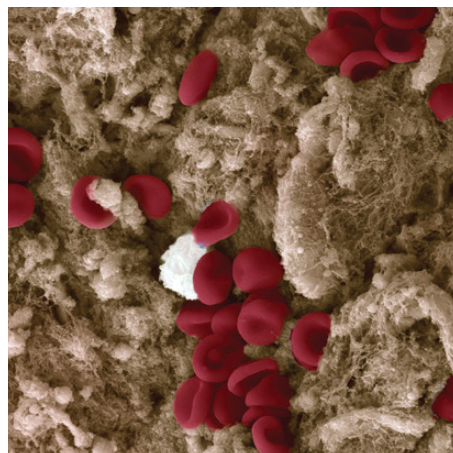
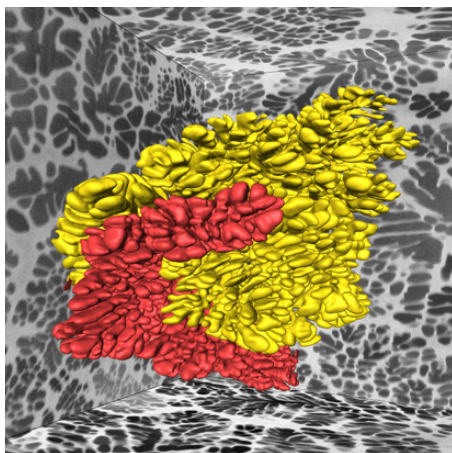
**Thermo Scientific Secure**

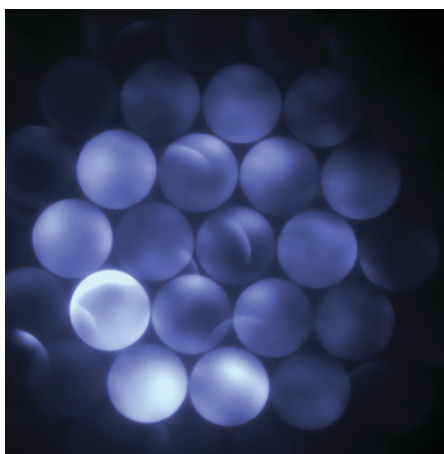
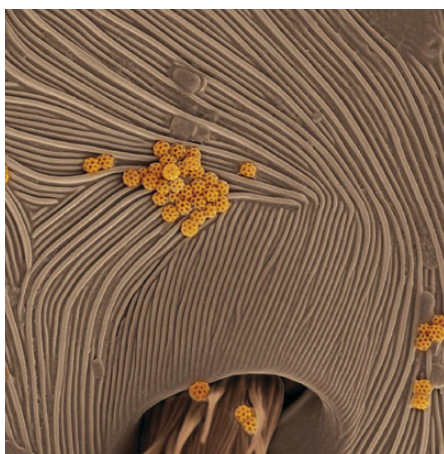
**Thermo Scientific Agile**

**Thermo Scientific Essential**

**Thermo Scientific Limited**

|                           | Limited  | Essential    | Agile   | Secure          | Preferred |
|---------------------------|--|--------------|---|-----------------|-----------|
| Targeted On-Site Response | 4 business days                                    | 48 hours     | 48 hours  | 7 business days | 48 hours  |
| Labor                     | One intervention included, 10% discount thereafter | ✓            | Defined # of visits included, 10% discount thereafter | ✓               | ✓         |
| Travel and Expenses       | One intervention included                          | ✓            | Defined # of visits included                          | ✓               | ✓         |
| Parts                     | One intervention included                          | 15% discount | Parts for defined # of visits included                | ✓               | ✓         |
| FEG Tip Replacement       | One intervention can be applied                    |              | Can be covered as part of defined visits              | ✓               | ✓         |
| Preventive Maintenance    | ✓  | ✓            | ✓   | ✓               | ✓         |
| Telephone Support         | ✓  | ✓            | ✓   | ✓               | ✓         |
| RAPID                     | ✓  | ✓            | ✓   | ✓               | ✓         |
| Software Updates          | ✓  | ✓            | ✓   | ✓               | ✓         |





### **Thermo Scientific Limited**

An excellent introduction to the world-class Thermo Scientific 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 Agile**

Provides rapid response for customers requiring fewer on-site interventions. Includes a defined number of on-site service visits with a 48-hour targeted response time and certified spare parts, as well as annual preventive maintenance, software updates, and telephone support.

### **Thermo Scientific Secure**

An excellent value for customers who require full-service coverage and have a flexible schedule for maintenance. Includes corrective maintenance visits as needed with a targeted on-site response of 7 business days, as well as annual preventive maintenance, telephone support, software updates, and certified spare parts.

### **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/emserviceandsupport](https://www.thermofisher.com/emserviceandsupport)

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