



## Specification Sheet

# Complete solutions for peak performance

When you invest in Thermo Scientific™ laboratory equipment, you not only benefit from top-quality product performance, you also enjoy peace of mind and maximum uptime from world-class service solutions provided by Unity™ Lab Services, part of Thermo Fisher Scientific. Uncover the Unity Lab Services advantage with our custom service and warranty offerings to fit the needs of your lab.

**50%** faster response time

As our top priority, Total Care and Tech Direct customers see faster response times and less downtime than those without a service plan.

Up to **50%** remote resolution

## Which plan is right for your lab?

Recommended for:

The lab that requires full repair coverage for maximum uptime and reliability at the best value

The lab wanting maximum uptime and reliability on a budget

The lab looking for repair protection to supplement in-house resources

Featured entitlements and benefits	Total Care warranty and Total Care service plan	Tech Direct service plan	Extended warranty
Boosted uptime with annual preventive maintenance	✓	✓	
Worry free unlimited repair visits	✓	Discounted	✓
Faster onsite response time commitment for repair visits to get you up and running*	2 days	3 days	
Quicker resolution and first time fix with unlimited remote technical support	✓	✓	✓
Support for compliance and audit readiness	Discounted	Discounted	Full charges apply

\* Guaranteed response time available in select locations. Discounted compliance services are available as part of your service plan.

## Your lab, your way

Service plans are available for biosafety cabinets, centrifuges, cold storage, CO<sub>2</sub> incubators, environmental chambers, water purification systems, and other laboratory equipment. Total Care warranty is valid for the duration of the factory warranty. One-year and multi-year options are available for service plans.

Visit [unitylabservices.com/labequipment](https://unitylabservices.com/labequipment) to learn more, request information, or get a quote.

# Coverage plans for your lab equipment

Specifications	Warranty period		Post-warranty period			
	Factory warranty	BEST VALUE Total Care warranty	No service plan	Tech Direct service plan	BEST VALUE Total Care service plan	Extended warranty
<b>On-site corrective services<sup>†</sup></b>						
Priority on-site response commitment*	Standard response time	2 business days	Standard response time	3 business days	2 business days	Standard response time
On-site corrective maintenance	•	•	Full charges apply	15% discount (parts and labor)	•	•
Corrective maintenance repair guarantee	Equipment warranty	1 year	90 days	1 year	1 year	Extended warranty
<b>Remote diagnostic and repair services</b>						
Unlimited priority access to technical support	•	•	Limited support	•	•	•
Priority remote diagnosis and remote repair, when possible	•	•	Limited support	•	•	•
<b>Preventive maintenance services</b>						
Prescheduled, on-site preventive maintenance (PM) and PM parts kit (1/system/year), if applicable	Full charges apply	•	Full charges apply	•	•	Full charges apply
Software and firmware updates during preventive maintenance as required <sup>‡</sup>	Full charges apply	•	Full charges apply	•	•	Full charges apply
<b>Smart Connected Services<sup>‡</sup></b>						
Real-time 24/7 digital remote monitoring	Not available	•	Not available	•	•	Not available
Intelligent health reports with advanced control charting	Not available	•	Not available	•	•	Not available
Auto notification of technical support experts to quickly identify and resolve issues	Not available	•	Not available	•	•	Not available
<b>Value-added services</b>						
Loaner equipment, based on availability <sup>§</sup>	Not available	•	Not available	•	•	Not available
Loyalty discount on parts	Full charges apply	Included	Full charges apply	15% discount	Included	Full charges apply
Access to Unity Lab Services online knowledge bases	Not available	•	Not available	•	•	Not available
Discount of on-site or institute-based training, where applicable <sup>¶</sup>	Full charges apply	10% discount	Full charges apply	10% discount	10% discount	Full charges apply
<b>Additional services available for purchase</b>						
Qualification and calibration services	Full charges apply	10% discount	Full charges apply	10% discount	10% discount	Full charges apply

*Recommended for table-top equipment*

Plans currently available in the United States and Europe.

\*Guaranteed response time from receipt of PO. Available in select cities (subject to change): Ann Arbor; Atlanta; Austin; Baltimore; Boston; Chicago; Cincinnati; Cleveland; Columbus; Dallas; Denver; Des Moines; Detroit; East Bay; El Paso; Hartford; Houston; Indianapolis; Jacksonville; Kansas City; Los Angeles; Madison; Memphis; Miami; Minneapolis/St. Paul; Nashville; New Brunswick, NJ; New York; Orange County, CA; Philadelphia; Phoenix; Pittsburgh; Portland; Raleigh; Richmond; Rochester; Salt Lake City; San Antonio; San Diego; San Francisco; Seattle; St. Louis; Tampa; Washington, D.C. European cities may vary by location.

<sup>†</sup>Upgrades to new versions of software not included

<sup>‡</sup>Only available with device link enabled products

<sup>§</sup>Loaner product subject to availability

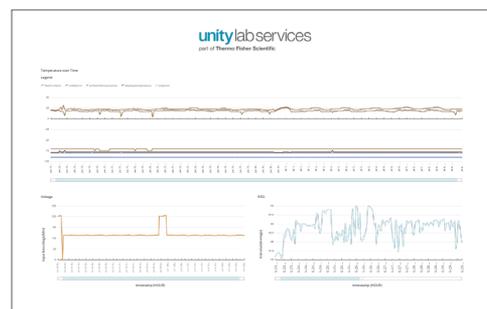
<sup>¶</sup>May not be available in all locations

Service coverage may vary. Please contact your local sales representative for more information about services in your location.

# Connect to real-time data and decisions

## Unleash the power of Thermo Scientific Smart Connected products<sup>‡</sup>

Smart Connected Services offers comprehensive remote monitoring, reporting, and response support to actively protect sample integrity.<sup>‡</sup> Go beyond temperature with up to 63 critical telemetry data parameters utilizing the most vital data and proactive outreach from technical support experts to monitor the health of critical laboratory equipment. Now exclusively available for select ULT freezers, protect your samples with:



Device Health Report

- Real-time, 24/7 remote monitoring of up to 63 critical parameters including temperature, voltage, filter status, and more
- Intelligent health reports with advanced control charting to analyze current and historical data sets for anomalies across your fleet
- Auto notification to Unity Lab Services remote support experts to quickly identify and resolve issues before they impact sample integrity

Protect your equipment and your samples with the most comprehensive monitoring and active response support for TSX Series ULT freezers, available exclusively with a Unity Lab Services laboratory equipment service plan or Total Care warranty.<sup>‡</sup>

Connect today at [unitylabservices.com/digital-remote-support](https://unitylabservices.com/digital-remote-support).

## The Unity Lab Services Advantage

Unity Lab Services provides superior service and support that gets you up and running faster.



### Service and support excellence

- Instrument issues are resolved remotely up to **50%** of the time
- Digital remote support capabilities help diagnose, repair, and increase first-time fixes
- Proactive preventive maintenance visits increase instrument uptime



### OEM technical expertise

- Unparalleled knowledge and service expertise
- Direct access to more than **2,000** highly experienced and OEM-certified service professionals with an average of **18** years of experience maintaining scientific instruments



### Proven track record

- Over **50** years serving science, delivering seamless service commitments and improving overall service experiences
- Preferred asset management advisor and trusted partner, improving lab operations
- One of the broadest and most comprehensive sets of service solutions in the industry



### Global reach

- Consistent global execution with service professionals located strategically across the globe in **23** countries
- Committed to providing the fastest response possible, increasing lab productivity and uptime