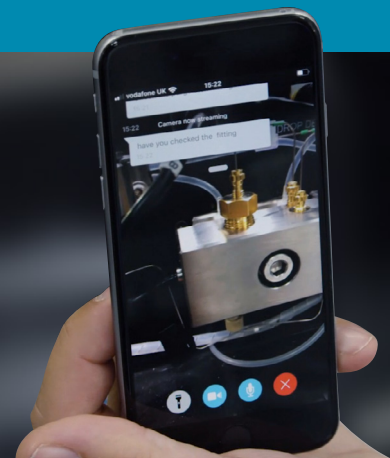**unity** lab services

Enhanced
Digital Remote Support

Faster diagnosis to get up and running

Delivering unparalleled support for customers with a current service plan or warranty.

Experience field-trained, highly-qualified technical support engineers, faster diagnosis and off-site issue resolution in up to 35% of cases. With this advanced remote capability, we can troubleshoot your instrument's challenges even before onsite service calls are warranted to help keep your equipment running optimally.

Contact Unity Lab Services

Direct transfer to experienced and certified technical engineers or "Click for Support" feature* in Thermo Scientific™ Almanac™ software

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Enhanced digital remote support

Faster diagnosis of issues through augmented reality, instrument health diagnostic data and other digital tools

Get instruments up and running faster

Factory-trained and certified service engineers resolve more than 35% of issues remotely and dispatch engineer with diagnosis and parts when on-site repair is needed and operations resume

We're listening

Share feedback on your experience through our survey program or directly with any Unity Lab Services representative

Ask how faster diagnosis and remote resolution can get you up and running faster, contact **Unity Lab Services** today.

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