

## Specification Sheet

### Highest-priority, fastest service to maximize instrument availability

When you depend on maximum availability of lab instruments for critical operations, The Unity™ Lab Services Premier Instrument Service Plan\* offers our fastest, highest-priority response time to ensure your lab stays running smoothly and productive during times of critical usage.

#### The Premier Service Plan features:

- Fastest, highest-priority, two-business-day response time
- Semi-annual service history and site management reviews
- Proactive annual preventive maintenance (PM)
- Resolution of more than 35% of issues via remote repair services

### A service plan that keeps critical operations running smoothly

The Premier Service Plan is available for mass spectrometry, chromatography, trace elemental, molecular spectroscopy, sample preparation, and discrete industrial analyzer instruments.

Highest priority

Choose the **Premier Service Plan** when your critical operations can't risk downtime

Fastest service response time

Specifications	Premier service plan
<b>On-site corrective services</b>	
Highest-priority on-site response time target	2 business days <sup>1</sup>
On-site corrective maintenance (Includes factory-certified parts, labor, and travel)	●
Corrective maintenance during qualification services visit	●
Replacement of malfunctioning computers purchased from Thermo Fisher Scientific and required for operation of the instrument	●
Industry-exclusive requalification (RQ) included free of charge during corrective maintenance if OQ was added to service plan	●
<b>Preventive maintenance services</b>	
Pre-scheduled, on-site preventive maintenance (PM) and PM parts kit (1/system/year)	●
Software and firmware updates during preventive and corrective maintenance upon request <sup>2</sup>	●
<b>Digital remote support, diagnostic, and corrective services</b>	
Highest-priority remote diagnosis and repair	●
Unlimited access to remote support engineers through secure remote desktop control and augmented reality (AR) tools	●
<b>Value-added services</b>	
Semi-annual service history and site management reviews	●
Highest-priority technical support with targeted immediate phone response <sup>3</sup>	●
10% discount on training courses (where available, upon request)	●
10% discount on other parts, accessories, and consumable unrelated to corrective maintenance (upon request)	●

Compare to support without a service plan
No priority response
Full charges apply, 2- to 6-hour minimum
Full charges apply
Not available

Optional services available for purchase	Benefits of Plan
Operational qualification (OQ)	● Includes requalification (RQ)
Additional preventive maintenance (PM)	● Discounted

Compare to support without a service plan
Full charges apply
Full charges apply

# The Unity Lab Services Advantage

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



## Service and support excellence

- Faster path to resolution — **50%** faster response time and **30%** reduction in downtime with a service plan
- Instrument issues are resolved remotely **35%** 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
- High-quality OEM factory-certified parts

## 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

Visit [unitylabservices.com/premierserviceplan](https://unitylabservices.com/premierserviceplan) to learn more or request a service plan quote.



\* The Premier Service Plan may not be available in all locations. Please contact your Unity Lab Services sales representative for availability and more details.

† Highest priority, two-business-day response times apply to corrective maintenance repairs. Preventive maintenance events are pre-scheduled in advance and upon request.

‡ Upgrades to new versions of software not included

§ Monday through Friday during standard business hours

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