## unitylabservices

#### **Specification Sheet**

# Enhanced digital response to get you up and running faster

#### Unity Lab Services Tech Direct Instrument Service Plan

Let's face it: waiting around because an instrument is down halts progress. Priority response and the ability to remotely resolve more than 35% of issues help remove barriers to your research. Take advantage of our latest digital tools for remote support with the Unity<sup>™</sup> Lab Services Tech Direct Instrument Service Plan to get your lab up and running faster.

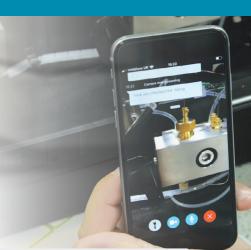
#### The Tech Direct service plan features:

- Remote resolution of more than 35% of issues with our remote repair services
- Unlimited access to Enhanced Technical Support, with targeted immediate response, featuring Enhanced Digital Remote Support tools and experts for faster troubleshooting and diagnosis
- Proactive annual preventive instrument maintenance that increases uptime
- Service delivered by highly experienced and certified engineers and support staff
- 10% discount for on-site corrective maintenance with 5-business-day priority response target\*\*

# A service plan that raises the bar for remote and preventive care

The Tech Direct service plan is available for mass spectrometry, chromatography, trace elemental, molecular spectroscopy, sample preparation, and discrete industrial analyzer instruments.

Specifications	Tech Direct service plan
Remote diagnostic and remote repair services	
Priority remote diagnosis and remote repair (when possible)	•
Unlimited access to remote support engineers through our latest digital and augmented reality tools	•
Preventive maintenance services	
Pre-scheduled, on-site preventive maintenance (PM) and PM parts kit (1/system/year)	•
Software and firmware updates during preventive and corrective maintenance visits upon request*	•
On-site corrective services	
Priority on-site response time target**	5 business days
On-site corrective maintenance (Includes factory-certified parts, labor, and travel)	10% discount
Instrument Requalification (RQ) during corrective maintenance visit if OQ was added to service plan	10% discount
Value-added services	
Priority status technical support with targeted immediate phone $\ensuremath{response}^{***}$	•
10% training discount (where available), upon request	•
Premium subscription to Unity Lab Services online knowledge bases	•
Optional services available for purchase	
Operational qualification (OQ)	Discounted requalification (RQ)
Additional preventive maintenance (PM)	Discounted



No need to wait our digital tools enable remote resolution of 35% of issues.

#### Enhanced digital tools:

Compare to repair without a service plan



Secure remote desktop control Let our experts navigate



Easy-to-use augmented reality (AR) We see what you see and guide you in real time

Not available
Not available
Full charges apply
Full charges apply
No priority response
Full charges apply, 2- to 6-hour minimum
Full charges apply
Not available
Not available
Not available
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.



#### Visit unitylabservices.com/techdirectserviceplan to learn more or request a service plan quote.



\* Upgrades to new versions of software not included

instrument uptime

- \*\* Targeted response time for on-site corrective maintenance visits is 5 business days (provided PO has been received)
- \*\*\* Monday through Friday during standard business hours

© 2020 Thermo Fisher Scientific Inc. All rights reserved. All trademarks are the property of Thermo Fisher Scientific and its subsidiaries unless otherwise specified. Available services may differ by region. Please consult your local sales representative for details.



20-0494 JK 03/20 BN20201016