

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™ 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.



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

Enhanced digital tools:



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

Specifications	Tech Direct service plan	Compare to repair without a service plan
Remote diagnostic and remote repair services		
Priority remote diagnosis and remote repair (when possible)	●	Not available
Unlimited access to remote support engineers through our latest digital and augmented reality tools	●	Not available
Preventive maintenance services		
Pre-scheduled, on-site preventive maintenance (PM) and PM parts kit (1/system/year)	●	Full charges apply
Software and firmware updates during preventive and corrective maintenance visits upon request*	●	Full charges apply
On-site corrective services		
Priority on-site response time target**	5 business days	No priority response
On-site corrective maintenance (Includes factory-certified parts, labor, and travel)	10% discount	Full charges apply, 2- to 6-hour minimum
Instrument Requalification (RQ) during corrective maintenance visit if OQ was added to service plan	10% discount	Full charges apply
Value-added services		
Priority status technical support with targeted immediate phone response***	●	Not available
10% training discount (where available), upon request	●	Not available
Premium subscription to Unity Lab Services online knowledge bases	●	Not available
Optional services available for purchase		
Operational qualification (OQ)	● Discounted requalification (RQ)	Full charges apply
Additional preventive maintenance (PM)	● Discounted	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

- Instrument issues are resolved remotely **35%** of the time
- Digital remote support capabilities help diagnose, repair, and increase first-time fixes
- Faster path to resolution — **50%** faster response time and **30%** reduction in downtime with a service plan
- 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

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



* Upgrades to new versions of software not included

** 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

ThermoFisher
SCIENTIFIC