



All-You-Need Service System for Thermo Scientific material characterization instruments

Our customer-centered service modules

All-You-Need
Service System

**Let us handle
these problems
for you**



With all your responsibilities, it's something you don't have time to think about on a daily basis: worrying about equipment performance and servicing. It's a headache you can do without. But your reputation depends on instruments that deliver consistent quality and accurate results every time they're used.

You want equipment installed correctly and validated by qualified experts. You need to be confident your equipment meets regulatory requirements, such as ISO 9000, DIN, or GMP.

Is your staff correctly operating equipment so you get accurate, repeatable results? Will new employees have the necessary instrumentation knowledge to maintain consistent research and quality control procedures?

Each year you must anticipate costs for regular maintenance. It's often difficult to forecast. Attempting your own maintenance without proper expertise can lead to costly errors.

The Service Module Solution



But when you look at service options, you often find manufacturers that enforce inflexible options in their support plans and demand you pay for services you don't use. Your business may have unique service issues that are not covered under a pre-set plan.

What's needed is an industry leader with a broader vision.



Who you buy from is as important as what you buy

We know your needs go beyond product purchases and warranties. That's why we're so much more than an equipment manufacturer. We pioneered innovative workflow solutions for laboratories and production facilities around the world.

For over 50 years, we've helped customers produce high quality products with precision-engineered scientific equipment. We've created a wide range of instruments for material characterization – rheometry, viscometry, and processability of materials.

Whether you require instruments, laboratory equipment, software, or consulting, you can depend on Thermo Fisher Scientific to be a partner in developing solutions every step of the way.

And one of the biggest customer concerns is getting the right service support. While many companies stick to one-size-fits-all service plans, we did something different.

We let you choose the services you want

We created customer-centered service modules to cover every type of service challenge - from installation, inspection, validation, repairs, maintenance, and training. We also provide you with enormous flexibility.

- Select only the service modules you want.
- Add modules at time of equipment purchase, during warranty, or after.
- Combine modules.
- Or create a customized service plan that matches your unique requirements. We can offer comprehensive consultation to help choose the right options.



INSTALLATION (STANDARD)

With this service, you'll know everything was done right the first time. All labor and travel are included. Our experts will be at your site installing your equipment so it operates with precision. They'll visually inspect the unit, conduct testing, provide operating instructions, and ensure the unit is optimized for your production process. After completion of service, you'll receive an installation certificate so you know what procedures were conducted.

For customers that require **IQ/OQ support**, we also make sure your equipment is validated for GMP compliance.

Training

Your staff must have the proper knowledge and skills to operate instruments properly and get reliable results. Over our many years of experience, we developed first-rate user training methods so your staff achieves accurate results and consistent quality when using Thermo Scientific products. With application training, employees get solid theoretical knowledge in rheometry.

By completing these well-rounded training programs, staff will be better equipped to meet objectives and deadlines.

With service coverage, you avoid unexpected fees. Repair costs are up to 50 percent less than servicing equipment not under a support plan. You get accelerated response that can help prevent interruption to your research and quality control initiatives. And by opting for a service plan, you'll always get the best return on your investment.



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Warranty extension

Extending your warranty for an additional year makes good business sense. You continue to get the same benefits as the original warranty – all parts and labor are covered. But you get even more... peace of mind knowing you won't deal with unexpected repair costs, and the satisfaction of having a firmer handle on your service budget. After the extended warranty expires, our service modules are the best solution for continued product support. And we can advise you on which service plans would best fit your needs. With this partnership, you focus on creating excellent products, and we focus on delivering product excellence.



Maintenance and calibration

This module guarantees our rheometers, viscometers, laboratory mixers and extruders meet validation and standardization requirements, such as ISO 9000, DIN, and other regulations. Fixing measuring geometries and replacing O-ring sealings are included. You can also opt for on-site service in your plan that covers travel costs. This gives you better control over future expenditures.



Repair and inspection

We manufacture equipment to the highest quality standards, but should an unexpected repair event occur, the basic plan covers all servicing and travel costs. Certified Thermo Fisher Scientific service engineers complete repairs and make certain they meet internationally recognized standards. With assistance from state-of-the-art software, our experts can more rapidly analyze problems and determine solutions.

Need loaner units? We can incorporate them into your plan. If you just want assurance your equipment is functioning correctly, our inspection service delivers valuable feedback.



Travel and expenses

Our travel maintenance options keep our service experts close at hand for your repair and calibration requirements at an economical fee. And because their travel is priced at a flat rate, you can better estimate annual service costs.

Choose the travel plan that works best for your business.

On-site service flight: covers all air travel costs to your facilities. If your company is located a long distance from a service depot, this is an excellent option.

On-site service drive: covers all driving costs to your facilities within a designated distance.



Emergency response

With our emergency response option, we guarantee to be at your site within two business days and complete any repairs within three days. This cuts downtime to an absolute minimum.

The sooner you call, the sooner we can help

Imagine the peace of mind of getting cost-effective installation, servicing, and training handled by the trusted experts in material characterization. If you require services not described here, please call us. We'll develop customized solutions for you.

Visit www.thermo.com/mc for more detailed information. And then phone your Thermo Fisher Scientific sales representative to arrange for your free service assessment.



Thermo Fisher Scientific

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Process Instruments

Benelux

Tel. +31 (0) 76 579 55 55
info.mc.nl@thermofisher.com

China

Tel. +86 (21) 68 65 45 88
info.mc.china@thermofisher.com

France

Tel. +33 (0) 1 60 92 48 00
info.mc.fr@thermofisher.com

India

Tel. +91 (22) 27 78 11 06
info.mc.in@thermofisher.com

United Kingdom

Tel. +44 (0) 1785 82 52 00
info.mc.uk@thermofisher.com

USA

Tel. 603 436 9444
info.mc.us@thermofisher.com

International/Germany

Dieselstr. 4
76227 Karlsruhe
Tel. +49 (0) 721 4 09 44 44
info.mc.de@thermofisher.com

www.thermo.com/mc

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