

PRODUCTIVITY



Thermo Scientific
LIFECYCLE
Enterprise Solutions



Support Plans

- Improve productivity and quality
- Increase production uptime
- Extend instrument lifetime
- Lower overall cost-of-ownership
- Keep instruments up-to-date



“We have made a major commitment to Thermo Scientific instrumentation for our Proteomics Laboratory, and we are completely dependent on the status of these LTQ systems for our productivity. I want to let you know how pleased we are with the extraordinary effort of your engineers, the outstanding attention to detail and the tenacity to help us succeed.”

*Proteomics Laboratory
Director*

Proactively Improve Your Lab Efficiency...

and lower your lifecycle cost of instrument ownership by implementing a proactive maintenance strategy.

Strategy is Key

We understand the challenges you face today: increasing productivity and reducing costs, while achieving better results in less time. The strategy selected to maintain your laboratory instrumentation plays a key role in determining the productivity of your lab, the long term performance of your instrumentation, and the total cost of instrument ownership. The selection process typically revolves around two prevalent choices:

- Reactive Maintenance Strategy (Demand Service)
- Proactive Maintenance Strategy (Support Plan Coverage)



Making an Informed Decision

The basis of a reactive maintenance strategy is to only pay for service after an instrument has failed or has significantly declined in performance. Since Thermo Scientific instruments are the most reliable in the industry, this strategy may appear to be an ideal way to reduce operating expenses. However, simply reacting to problems will actually prove costly over time since there is no effort to prevent future problems, optimize instrument performance, or help your operators get better results.

The core concept of a proactive maintenance strategy is to predict and prevent problems before they occur in order to maximize instrument availability and overall laboratory productivity. The maintenance activity is planned in advance and ensures that your instruments are performing optimally, are running with the latest software advancements, and provides operators with assistance needed to stay consistent and productive.

A Thermo Scientific LIFECYCLE Support Plan that includes priority preventative care as an integral part of your maintenance strategy will help you increase overall lab productivity, extend the life of your instrumentation, lower your total cost of ownership, and control your annual maintenance costs.

Proactive Maintenance Building Blocks

When you buy a Thermo Scientific product, you gain a partner that is committed to your long term success. We understand that every issue is important and our response will influence the productivity of your lab.

Whether it is a hardware issue or a critical application question, our highly experienced engineers will provide rapid response and personal attention that will save you precious time and improve instrument uptime.

Optimum Instruments and Proficient Operators

We take the guesswork and needless expense out of your operation's budget by making sure your instruments and processes are up-to-date, your operators are proficient, and you get the factory-certified replacement parts when you need them. You will have confidence that your Thermo Scientific instruments will continually operate at optimum efficiency and your operators will have the ability to take full advantage of the latest software advancements.

Predictive and Preventative Maintenance

Our planned maintenance program provides the preventative and predictive measures required to eliminate issues before they arise, ensures that your instrumentation operates according to specifications, and delivers the reliable data you expect. At your convenience, a factory-certified and highly experienced engineer will follow dedicated procedures tailored for each instrument to proactively replace common wear items, fine tune critical components, optimize instrument performance, diagnose impending problems, and implement corrective actions to avoid future failure.



"The ease with which your Field Service Engineer solved our analytical issue impressed me; the knowledge and professional expertise allowed me to feel confident that the solution would work."

*Metals Laboratory
Supervisor*

Support Plans to Match Your Needs

We offer a range of Support Plans to help you gain the greatest value from your technology investment by maintaining top performance of your instruments, maximizing uptime and productivity, and eliminating the uncontrollable cost of unplanned maintenance and repairs.

Critical Support Plan

Instrument Usage Rate: High

This plan is specifically for customers with critical operations requiring high sample throughput and maximum operation time. The plan is ideal for high throughput laboratories with instruments used as key components of a manufacturing, production, or quality control process. The Critical Support Plan offers our most comprehensive and personal support coverage resulting in improved productivity and guaranteed uptime.

With a Critical Support Plan, you benefit from the expertise of a designated Account Manager that will get to know you, your goals, and your specific challenges. Your Account Manager will lead our technical team and is accountable for your overall success and satisfaction with Thermo Scientific LIFECYCLE Enterprise Solutions. You can rely on our expert engineers to provide the technical support and demand onsite services that accommodate your needs and exceed your expectations.

The Critical Support Plan provides the preventative measures required to eliminate issues before they arise. You will have confidence that your Thermo Scientific instrument will continually operate at optimum efficiency and your operators will have the latest software advancements. In addition, you gain access to troubleshooting tips, application notes, and servicing documents with a subscription to our e-Support Online Resources, the same database our technical teams use.

- Designated Account Manager
- Guaranteed Instrument Uptime
- Unlimited Number of Demand Onsite Service Visits
- Priority Onsite Service, Within 48 Hours
- Engineer Labor and Travel is Included
- Priority Technical Support, Within 2 Hours
- Planned Preventative Maintenance Visit(s)
- Factory-Certified Replacement Parts Included
- Software Updates and Notifications
- Subscription to e-Support Online

If you need the added security of expanded support, upgrade the Critical Support Plan with 24 x 7 Technical Support and/or 24 x 7 Onsite Service coverage.

Essential Support Plan

Instrument Usage Rate: High to Medium

This plan incorporates our most commonly requested blend of hardware and software support. This plan is ideal for companies that utilize their instruments routinely and are seeking the ideal mix of support options and guaranteed response times to help sustain operations and boost productivity. The Essential Support Plan provides the assurance that your instruments will perform at a high level, provide the data you need when you need it, and pace your lab with the rapidly changing environment of tomorrow.

As your partner, we're always looking to the future – your future. You will appreciate having the priority attention of our expert engineers, whose main goal is to prevent disruptions and keep your laboratory operating efficiently. Our planned preventative maintenance program provides the proactive measures required to eliminate issues before they arise and ensures that your instrumentation delivers the reliable data you expect. In addition, gain access to trouble-shooting tips, application notes, and servicing documents with a subscription to our e-Support Online Resources, the same database our technical teams use.

With this plan, you will have confidence that your Thermo Scientific instrument will continually operate at optimum efficiency and your operators will have the ability to take full advantage of latest software advancements.

- Unlimited Number of Demand Onsite Service Visits
- Priority Onsite Service, Within 72 Hours
- Engineer Labor and Travel is Included
- Priority Technical Support, Within 2 Hours
- Planned Preventative Maintenance Visit(s)
- Factory-Certified Replacement Parts Included
- Software Updates and Notifications
- Subscription to e-Support Online

Limited Support Plan

Instrument Usage Rate: Medium to Low

This plan is best for customers that utilize their instruments less frequently and are seeking to maximize resources and instrument performance on a limited budget. The Limited Support Plan is an affordable option that delivers predictive and preventative maintenance services with the added assurance of having experienced engineers ready if an issue does occur.

This plan will help you save resources, decrease downtime, and sustain employee efficiency. You will have confidence that your Thermo Scientific instrument will operate optimally and your operators will have access to the latest software advancements.

- Planned Preventative Maintenance Visit(s)
- One (1) Demand Onsite Service Visit, Within 5 Days
- Engineer Labor and Travel Charges Included
- Priority Status for Technical Support
- Factory-Certified Replacement Parts Required for Onsite Service
- Software Updates and Notifications

“Your engineers are the loyal customer. They are maintaining our instruments, answering our questions, and sharing their expertise to better run our samples. All the things we value are working well for us.”

Analytical Laboratory Supervisor

“Your engineer understands that our work depends on a sensitive instrument to generate reproducible results... Not every company has a local [service engineer] that comes fast to the rescue.”

*Government Institution
Staff Scientist*

Proactive Support Plan

Instrument Usage Rate: Low

This plan is ideal for customers that utilize internal maintenance resources and are seeking to infuse predictive and proactive measures to help increase uptime and eliminate issues before they arise.

You will have peace of mind with the backing of industry experts and the convenience of priority electronic or telephone support as often as you need it, and your instruments will remain current with the latest software advancements.

- Planned Preventative Maintenance Visit(s)
- Engineer Labor and Travel Charges Included with Preventative Maintenance
- Priority Status for Technical Support
- Software Updates and Notifications

*...the main reason we are a...
...are outstanding at main-...
...s, answering our technical...
...g their expertise on how...
...les. Quick response time...
...one call to make sure...
...ll let us know that we are...
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“The Thermo Fisher Scientific FSE arrived and immediately sized up the problem with our TRACE GC/MS. His thorough, careful, troubleshooting technique immediately inspired the confidence of our technologists. Granted, he has been our primary on site Thermo Fisher Scientific technician since we received our first GC/MS some five years ago, still, his competence and understanding of the diagnostics of the instrument was commented upon by one of my new GC/MS techs.”

*Toxicology Department
Technical Manager*

Coverage

LIFECYCLE

Enterprise Solutions Portfolio



A wide range of services to optimize all of your resources and accelerate maximum results

About Thermo Fisher Scientific

Thermo Fisher Scientific Inc. (NYSE:TMO) is the world leader in serving science, enabling our customers to make the world healthier, cleaner and safer. With an annual revenue rate of more than \$10 billion, we employ 30,000 people and serve over 350,000 customers within pharmaceutical and biotech companies, hospitals and clinical diagnostic labs, universities, research institutions and government agencies, as well as environmental and industrial process control settings. Serving customers through two premier brands, Thermo Scientific and Fisher Scientific, we help solve analytical challenges from routine testing to complex research and discovery. Thermo Scientific

offers customers a complete range of high-end analytical instruments as well as laboratory equipment, software, services, consumables and reagents to enable integrated laboratory workflow solutions. Fisher Scientific provides a complete portfolio of laboratory equipment, chemicals, supplies and services used in healthcare, scientific research, safety and education. Together, we offer the most convenient purchasing options to customers and continuously advance our technologies to accelerate the pace of scientific discovery, enhance value for customers and fuel growth for shareholders and employees alike. Visit www.thermofisher.com.

Thermo Fisher Scientific, Inc.
1400 Northpoint Parkway
West Palm Beach, FL 33407
Tel: 800-532-4752
Fax: 877-373-4006
Outside the U.S. – Contact your local representative
<http://www.thermo.com>

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Africa-Other +27 11 570 1840	Denmark +45 70 23 62 60	India +91 22 6742 9434	South Africa +27 11 570 1840
Australia +61 2 8844 9500	Europe-Other +43 1 333 50 34 0	Italy +39 02 950 591	Spain +34 914 845 965
Austria +43 1 333 50 34 0	Finland/Norway/Sweden	Japan +81 45 453 9100	Switzerland +41 61 716 77 00
Belgium +32 2 482 30 30	+46 8 556 468 00	Latin America +1 608 276 5659	UK +44 1442 233555
Canada +1 800 530 8447	France +33 1 60 92 48 00	Middle East +43 1 333 50 34 0	USA +1 800 532 4752
China +86 10 8419 3588	Germany +49 6103 408 1014	Netherlands +31 76 579 55 55	www.thermo.com

