

EMEA Field Service Contract Process Analysers (Europe)

Products Covered

- ProTrace
- SOLA II
- Tracker
- APIX
- Prima 600S
- Prima δ B
- Sentinel S
- Sentinel δ B
- Pulsar
- ProLab



	Warranty Period		Post Warranty Period		
	Upgrade	Preventive Plan	Advanced Plan	Premium Plan	
Preventive Maintenance (PM) Visits	Yes	Yes	Yes	Yes	
Consumables used during the service visit	Included	Included	Included	Included	
Calibration Services (product specific)	Yes	Yes	Yes	Yes	
Unscheduled Call-Outs					
Targeted response time (Enhanced response times may be available)	Within 3 days	Within 5 days	Within 2 days	Within 1 day	
Labour costs	Included	10% discount	Included	Included	
Travel costs	Included	10% discount	Included	Included	
Spares costs, excluding consumables	Included	5% discount	15% discount	Included	
Technical Support (telephone, fax or email during normal working hours)					
Hot-line telephone support	Included	Included	Included	Included	
Response time (telephone)	1 hour max	3 hours max	2 hours max	1 hour max	
Remote diagnostics	Included	Included	Included	Included	
Multiple instrument discount	Available	Available	Available	Available	
Management Review					
Service history report	No	No	No	Yes	
Chargeable Supplementary Options					
Support 7 days-a-week	POA*	POA*	POA *	POA*	
Faster response times	POA*	POA*	POA *	POA*	
Additional preventive maintenance visits	POA*	POA*	POA *	POA*	
24 x 7 technical support	POA*	POA*	POA *	POA*	
Turbo and rotary pump support	POA*	POA*	POA *	POA*	
Training					
Operator	POA*	POA*	POA*	POA*	
Maintenance	POA*	POA*	POA*	POA*	

*Price on Application (POA)

Levels of Service Contracts

Warranty Upgrade

The warranty upgrade is sold and invoiced at the time of purchase, and can be extended for a total of five years, offering preferential fixed pricing for the duration of the contract. This option enhances the standard warranty to include annual preventive maintenance visits, provides a targeted response time, and covers all the parts and labour for unlimited emergency call-outs. You receive a fixed cost of ownership for up to five years.

Preventive Plan

Why wait for an equipment failure to put your business in a crisis situation? Keep your system up-and-running with a Preventive Maintenance contract. It provides peace of mind through proactive, scheduled preventive maintenance visits performed by our factory-trained technicians. We also provide hot-line technical support during normal business hours as well as discounts on spare parts and labour rates during emergency call-outs.

Advanced Plan

The Advanced Plan includes all offerings in the Preventive Maintenance Plan plus faster

response times, quicker hot-line technical support, and discounted spare parts and consumables. All travel and labour costs are included for unlimited emergency call-outs.

Premium Plan

When uptime is critical to your business and you need support as fast as possible, the Premium Plan is the one to choose. This service contract offers you the quickest response time feasible for your area, including all travel, labour and replacement parts for unlimited emergency visits. The premium service contract is a good choice for customers with limited maintenance resources and/or limited process analyser experience.

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Support Plan Feature Definitions

Preventive Maintenance

The scheduled service visit(s) includes labour, travel and any consumable items used during the maintenance visit. The recommended number of annual visits can be increased depending on the environment, application and usage.

Spare Parts

To ensure maximum uptime, we recommend the purchase of a minimum set of spare parts. These parts may be purchased at a discounted price if you have a current service contract.

Technical Support

A technical specialist will respond by phone within the time allotted per your service agreement (i.e., one hour for premium agreement holders). Technical support is available by phone during normal business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m.

Remote Diagnostics

Keep downtime to a minimum with remote diagnostics. This service enables your system to be viewed remotely to eliminate a technician site visit. A dedicated analogue telephone line and pcAnywhere software is required.

Unscheduled Call-Outs

Depending on the type of contract, costs associated with a repair visit may be covered in full. If not, a discounted labour and travel rate will apply.

Response Time

A Thermo Fisher technician will be on-site within a defined timeframe after the decision for a site visit is made and commercial requirements are agreed upon.

Management Review/ Service History Report

Thermo Fisher specialists evaluate call activity, assess common problems and recommend proactive maintenance solutions to improve the availability of your instrumentation. A detailed summary will be provided of reported problems, site visits, response time and resolution.

Chargeable Supplementary Options*

Support 7 Days-a-Week

When your operation works seven days-a-week, we are able to offer the same level of service coverage.

Faster Response Times

Faster response times are available if your process is critical and downtime is not an option.

Additional Preventive Maintenance

The scheduled service visit(s) includes labour, travel and any consumable items used during the maintenance visit. When the application or environment is particularly harsh, we recommend either additional interim or full preventive maintenance visits.

24x7 Technical Support

For 24 hour operations, we can provide assistance by phone. One of our technicians will talk you through potential solutions to reduce your downtime.

Turbo Pump and Rotary Pump Support

We are able to cover the turbo and rotary pumps on your system including both the materials and the engineer's time to visit the site and fit the replacement.

Training

Maximise the benefit of your mass spectrometer by using our experts to train your staff. Thermo Fisher offers a wide range of training courses to meet your specific requirements.

Protect the Process

Thermo Fisher Scientific understands the importance of keeping your process and critical instruments up and running. In the field, instruments endure harsh operating environments and anything can happen. To ensure maximum uptime, we provide a comprehensive range of service contract options, including technical assistance, timely e-mailed information and software upgrades. When an item must be returned for factory repair, contract customers receive priority service. With Thermo Fisher, be assured your process is protected.

Peace of Mind

While you know your plant and what it takes to keep it running, we know our equipment and how to keep it in top operating condition. After all, we design and manufacture it. With a Thermo Fisher service contract, you control costs, manage risk, and have the assurance that rapid support from a quality service organization is included. That's peace of mind.

All of our technicians are factory trained and certified.

Contact us today for a quotation.

**Supplementary items are subject to availability and can only be offered at the discretion of the Service Manager.*

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