

Enhanced contract services for
sound operation and system
calibration.

Performance™ ADVANTAGE
Protect your biggest investment – your operations



Ask your Thermo Scientific sales or
service representative about our suite
of *Performance* service offerings that
can help you protect and enhance your
investment.

Enhanced Service Resources Availability & Responsiveness

With a *Performance* ADVANTAGE service plan from Thermo Scientific, your needs for faster turnaround on system repairs remain fulfilled after your system warranty expires. Unscheduled downtime is minimized via emergency deployment of certified Thermo Scientific field service personnel.

Features

- Unlimited technical phone support services by factory-trained technicians (8 to 6 EST, M to F)
- e-mail support
- Unlimited onsite repair, 5 business days maximum response guaranteed
- Expedited repair and return of units returned to our repair center, 5 business days

- No additional charge for parts
- Software/firmware updates
- Genuine Thermo Scientific replacement parts
- 1 annual onsite preventative maintenance and calibration

Benefits

As compared to a *Performance* ESSENTIAL service plan you receive:

- 50% faster response to onsite service requests
- 63% faster *Performance* CENTER repair turnaround
- Fully protect your biggest investment – your operations

Worldwide Support Capabilities

Our proven liquid temperature control technology is backed by worldwide service and support capabilities. Our ability to support customers globally with a range of support options is just one reason why we are a preferred supplier to lens manufacturers and prescription laboratories.

Service Feature	Warranty	Performance EXTEND	Performance PLUS	Performance ESSENTIAL	Performance ADVANTAGE
Description	Manufacturer warranty at the time of purchase	Add one additional year of basic contract services before the manufacturer warranty	Provide enhanced contract services during original warranty period	Post warranty-purchase of an annual contract for PM and	Post warranty-purchase one year of enhanced contract services
Phone Support Coverage	8am-6pm EST M-F	8am-6pm EST M-F	8am-6pm EST M-F Plus paging service	8am-6pm EST M-F	8am-6pm EST M-F Plus paging service
E-mail Support	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Repair Center	Included	Included	Included	Time & Materials	Included
Turn-around	15 Business Days	15 Business Days	5 Business Days	15 Business Days	15 Business Days
Onsite Visits	List Price	List Price	Unlimited	List Price	Unlimited
Response	Best Effort	Best Effort	5 Business Days	Best Effort	5 Business Days
Parts Prices	Included	Included	Included*	List Price	Included*
Software Updates	List Price	List Price	Included	List Price	Included
Firmware Updates	List Price	List Price	Included	List Price	Included
Preventive Maintenance and Calibration	(Optional)	(Optional)	1 Onsite**PM & Calibration Included	1 Onsite**PM & Calibration Included	1 Onsite PM & Calibration Included

* Excludes consumables
 ** On qualified products

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 Our web site contains additional information on all our product lines and capabilities.