

Manage cash flow. Eliminate
unplanned repair charges.
Reduce mean time to repair.
Minimize the duration of
unscheduled downtime.

Performance™ EXTEND Warranty
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.

Extend length of original product warranty terms

With a *Performance* EXTEND Warranty from Thermo Scientific, you won't have to worry about unbudgeted repair costs or lost production resulting from lengthy, unscheduled downtime. You receive one additional year of performance protection for your Thermo Scientific product beyond the original warranty period. That's one more year of piece of mind.

Features

- Extended technical phone support services by factory-trained technicians (8 to 6 EST, M to F)
- e-mail support
- No additional charge for replacement parts
- Genuine Thermo Scientific replacement parts.

Benefits

- Reduced liability for equipment malfunction or failure
- Reduce the duration of unscheduled downtime events
- Reduce overall maintenance expenses
- Reduce Mean Time To Repair (MTTR)
- Obtain replacement parts without the need to separate purchase orders or administrative burdens
- 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

Benelux Tel. +31 (0) 76 5 87 98 88 info.tc.nl@thermofisher.com	China Tel. +86 (21) 68 65 45 88 Info.china@thermofisher.com	France Tel. +33 (0) 1 60 92 48 00 info.tc.fr@thermofisher.com	India Tel +91 20 56 01 12 45 info.pid.in@thermofisher.com	International/Germany Tel. +49 (0) 721 4 09 44 44 info.tc.de@thermofisher.com
United Kingdom Tel. +44 (0) 178581 36 48 info.tc.uk@thermofisher.com	USA Tel. 800 258 0830 info.tc.us@thermofisher.com			

Please visit: www.thermofisher.com/tc
 Our web site contains additional information on all our product lines and capabilities.