

Optimize performance. Accelerate payback. Validate your warranty via inspection by a certified Thermo Scientific field representative.

Performance™ INITIATION
Optimize performance from day one



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

Maintaining operating excellence requires achieving it first

Thermo Scientific *Performance* INITIATION service ensures ROI realization from day one.

Available start-up services

- Solution integration and implementation planning
- Installation qualification
- Operation qualification
- System calibrated to the application
- Operator training
- Installation inspection
- Solution integration and implementation planning
- Warranty validation

Benefits

- Optimum performance from day one
- Fast payback on your investment
- Compliance with FDA requirements for system qualification as discussed in 21 CFR Part 11
- Reduction in total engineering cost as compared to managing multiple vendor relationships
- Reduced overall time from project release to system startup

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