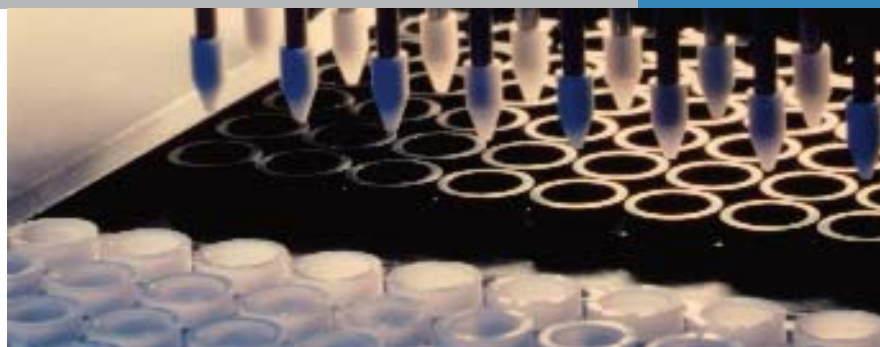


Our service products are as individual as our customers' expectations. For this reason we offer a wide range of differing service features optimized to the requirements of our customers.

Overview of our *Performance*™ Service Product Suite
Optimized services for the needs of our customers



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

Warranty Products

***Performance* OPTIONS:**

- Onsite service
- Preventive maintenance calibration services

***Performance* EXTEND:**

Extension of warranty period

- Replacement parts free of charge
- Same features as during the warranty period

***Performance* PLUS:**

Enhanced levels during warranty period

- Additional security from the day of unit delivery onwards
- Same features as *Performance* ADVANTAGE

***Performance* INITIATION:**

Unit installation inspection

- Professional installation inspection
- Warranty validation
- Functional testing
- Documentation (IQ/00)

Post Warranty Products

***Performance* ESSENTIAL:**

Basic service contract; increased unit security

- 1 year preventive maintenance and calibration service
- Preventive maintenance/calibration onsite for qualified units

***Performance* ADVANTAGE:**

Enhanced service contract; in addition to *Performance* ESSENTIAL

- Quicker repair turnaround and response times
- Includes all replacement parts and labor costs
- Includes onsite service

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.