Thermo Scientific
Priority One
Customer Care

Product Support Agreement Options

Online Elemental Analyzers for the Cement Industry

Program Options

Warranty Plus
With warranty plus you receive advanced support coverage during your equipment's initial one year warranty period. Included with this supplemental coverage you will receive fast response time from our technicians and discounts for spare parts packages and consumables.

Assisted Support
Your maintenance team is already well staffed and requires little additional expertise to support your Thermo Scientific products. Our training programs transfer the necessary knowledge to your personnel, and during business hours, our unlimited expert advice is just a phone call away. For specific instrumentation, we even provide remote diagnostics to help onsite staff solve problems quickly. You also save on spare parts packages, consumables and repairs with discounts.

Preventive
While you still rely primarily on your own staff, Thermo Fisher Scientific-qualified technicians minimize unexpected failures with proactive scheduled maintenance. Our technicians also review your staff's maintenance efforts and we can participate in your plant's quality assurance programs, such as ISO certifications. And you receive software updates as available.

Advanced
Avoid budget surprises. This service option includes all labor—unlimited onsite emergency labor and travel costs all in one fee. Replacement parts are included and consumables are discounted. We become more of a partner and handle more of the maintenance responsibilities such as preemptively replacing parts to prevent problems.

Premium
When uptime is absolutely critical, you need fast, effective support. This all-inclusive option provides the quickest response time possible. All labor, travel, repairs, parts and consumables are included. You bear no additional expenses. All preventive maintenance visits include calibration. And you receive even greater accessibility to our technicians for must-have support. In a nutshell, you outsource maintenance and support to Thermo Fisher.

Our Commitment
Our service agreement offerings are designed to provide the service and support you require based on your operations, your budget and your needs.

Access and Response
We respond to your needs immediately. Our local field service engineers are available for an emergency onsite response. And if you simply require answers to operational questions, we're just a phone call away.

Remote Support and Diagnostics
It's included in every service agreement. If your Thermo Scientific equipment has a remote diagnostic feature, enabling it through a service agreement is almost as good as having a full-time Thermo Fisher technician on site.

Spare Parts Packages & Consumable Parts
Regardless of the service agreement you choose, avoid shipping and other inevitable delays by having spare and consumable parts on hand.

Supplemental Support
Customize your support: Accelerate onsite response time. Extend support hours. Expedite depot repair turn-a-round. Increase staff expertise with additional training options.

Your Peace of Mind
You know your plant and what it takes to keep it running. After all, you're involved in its daily operations. We know our equipment and what it takes to keep it running. After all, we design and manufacture it. With a Thermo Scientific service agreement, you benefit from increased uptime while controlling costs and receiving great support. Now that's peace of mind.

Product Support Agreement Options Online Elemental Analyzers for the Cement Industry

	Warranty Plus	Assisted Support	Preventive	Advanced	Premium
Access and Response*					
Support Availability	24 x 7	8 x 5	8 x 5	24 x 7	24 x 7
Call Back Response Time	2 hours	2 hours	2 hours	2 hours	2 hours
Remote Diagnostic Access	3 hours	3 hours	3 hours	3 hours	3 hours
On-Site Response Time	30 hours	72 hours	48 hours	30 hours	24 hours
Recovery and Assistance					
Remote Support	Yes	Yes	Yes	Yes	Yes
Field Labor	Yes	Discounted	Discounted	Yes	Yes
Travel Costs	Yes	Chargeable	Chargeable	Yes	Yes
Preventive Maintenance					
Scheduled Visits	Yes	None included	Yes	Yes	Yes
Parts					
Preemptive Replacement	Yes	Discounted	Discounted	Yes	Yes
Recovery from Failure	Warranty	Discounted	Discounted	Yes	Yes
Consumables	Discounted	Discounted	Discounted	Discounted	Yes[1]
Spares Package	Discounted	Discounted	Discounted	Discounted	Discounted
Training*					
Operator	Yes[2]	Yes	Yes	Yes	Yes
Maintenance	Discounted	Yes	Yes	Discounted	Discounted
Advanced Training	Discounted	Yes	Discounted	Discounted	Discounted
Radiation Services					
User Training	Yes[2]	Discounted	Discounted	Discounted	Yes
Leak Tests and Surveys	Yes	Discounted	Yes	Yes	Yes
Installation, Removal & Disposal	Yes	Discounted	Yes	Yes	Yes
Calibration and Optimization					
Scheduled Visits/Remote	Yes	Discounted	Discounted	Yes	Yes
Technology Retrofit					
Software Updates	Yes	Discounted	Yes	Yes	Yes
Hardware & Software Upgrades	Discounted	Discounted	Discounted	Discounted	Yes[1]
Repair Service*					
Sub-Assembly Repair/Refurbish	Yes	Discounted	Yes	Yes	Yes
Repair by Exchange	As available	Discounted	Discounted	As available	As available
Expedited Turnaround	No	No	No	No	Yes
Scheduled System Reports	No	No	No	No	Yes
Data Archiving	No	No	No	No	Yes

*Supplemental support may be available for U.S. market only; contact your local service representative for specific country details.
[1]Three (3) year term required.
[2]Included with Installation & Commissioning. Limited to PC hardware.

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