



Announcing the Emergency Spare Parts Order Service

Thermo Fisher Scientific's Air Quality Instruments Division in Franklin, MA is pleased to announce the availability of our new Emergency Spare Parts Delivery Service. Thermo has dedicated the critical parts inventory, personnel, and new delivery processes to ensure the success of this program. The Emergency Spare Parts Order Service is available as of January 2, 2007.

For a \$75 per line item emergency handling fee (plus expedited shipping charges and any applicable Hazmat Material Fees), a Customer Service Representative and a dedicated Emergency Order Specialist will place top priority on your order and ship it same day via FedEx when the order is placed between 7 am and 6:30 pm EST.

To place an order:

1. Contact a Thermo Fisher Scientific Customer Service Representative at 866-282-0430. The Customer Service Representative can let you know if the requested part is available via this program, or
2. Fax your order to a Thermo Fisher Scientific Customer Service Representative at 508-520-2800. Simply include the words 'Emergency Order' adjacent to each applicable part number on your purchase order along with the \$75 per line item fee.

Please note that Item quantities are limited to one (1) per part number. Non-emergency orders must be placed on separate purchase orders and are subject to standard delivery times. For any questions regarding the new Emergency Spare Parts Order Service, please call a Thermo Fisher Scientific Customer Service Representative at 866-282-0430.