

Service Agreement **Bulk Weighing & Monitoring**

**Invest in peace of mind with a Thermo Scientific service agreement.
Ensure minimum downtime, with known costs and priority response times,
all tailored to your individual requirements.**

Thermo Scientific Priority One service agreements provide the responsive personal attention you expect from a world leader in bulk weighing and monitoring equipment. Our global network of factory-trained service and support staff ensure your system uptime is maximized.

Reduced Downtime

Dramatically reduce production downtime and unnecessary product give-away through regular preventive maintenance and pre-scheduled calibration visits.

Flexible Coverage

We understand that every customer has their own unique requirements. That is why we offer a choice of service agreements, ranging from quick, convenient telephone support to unlimited on-site, round-the-clock coverage.

Priority Response

Customers covered under a service agreement receive priority service response over customers without a service agreement.

Parts

Your system is a sophisticated, precision instrument. To keep it operating at maximum productivity, we recommend that you only use original manufacturers certified parts. All our parts are guaranteed to perform to our instruments' rigorous design specifications.

Predictable Costs

A service agreement provides on-site service for a specific instrument with the highest levels of response, at predictable costs allowing you to support your annual maintenance expenditure.

Service Options

Service Agreements

Breakdown Visits

On-Site Maintenance

Depot Repair

Training

Calibration

Certification

Parts & Consumables

Technical Support

Applications Support



Service Agreement Bulk Weighing & Monitoring

Offerings	Platinum	Gold	Silver	Bronze
Response Time	<1 week	1-2 weeks	2 weeks	As Available
Emergency Breakdown Service	✓			
Operator/Maintenance Training	✓			
Calibration & Performance Documentation	✓	✓	✓	✓
Preventive Maintenance	✓	✓	✓	
Technical Phone Support Business Hours [†]	✓	✓	✓	✓
Technical Phone Support 24/7 ^{††}	✓	✓		
Travel & Living Costs	✓	✓	10%	
Labor Costs	✓	✓	10%	
Parts Costs Associated with Service Call [‡]	✓	10%	5%	
Risk Assessment/Method Statement [§]	✓	✓		
Software Upgrades	✓	✓		
System Upgrades	15%			

[†] Based on local business hours

^{††} Where available

[‡] Covers cost of parts required during service call. Loadcells, where appropriate, exclude lightning strikes and misuse

[§] Generic Thermo Fisher Scientific document supplied, if required

Additional Supplements

- Additional calibration visits
- Multiple year agreements
- 365 breakdown coverage*
- Enhanced response times
- Additional preventive maintenance visits
- Global multi-site agreements
- Out-of-hours calibration visits
- Operator review
- Weekend coverage*

* Available on Gold and Platinum contracts only

Quality

All of our engineers are factory trained, and our manufacturing sites are ISO9001 registered and compliant.

A machine calibration adjusts your instrument performance and we provide traceable certification for your quality systems.

Contact a Thermo Fisher Scientific representative today to discuss how a service agreement can save you money and downtime.



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