

# The OEM service advantage: Thermo Fisher Scientific vs. third-party service

Academic researchers are often asked to stretch limited budgets without putting research outcomes at risk. Choosing Thermo Fisher Scientific over third-party service providers helps **reduce the hidden risks** that can compromise **data quality, timelines, and scientific credibility**. These frequently asked questions (FAQs) highlight the critical differences between Thermo Fisher and third-party service options, helping you make confident, informed decisions that helps protect your research, funding, and reputation.

## Q: What resources does a Thermo Fisher service plan provide over third-party service providers?

A Thermo Fisher service plan provides customers with exclusive access to original equipment manufacturer (OEM)-trained and certified professionals and resources, including:

- Field service engineers (FSE) who complete a rigorous, multistep factory certification process and are **recertified every two years** to remain current on instrument hardware, software, and verified service procedures
- Technical application specialists (TAS) and field application scientists (FAS) who bring deep instrument, method, and application experience to support troubleshooting, method optimization, and optimal system performance
- Ongoing safety training and certification, including Class 3B laser certification, where applicable
- **Authorized access to Thermo Fisher proprietary service software**, validated procedures, and diagnostic tools, which are restricted to Thermo Fisher personnel and not provided to external service providers

These resources help ensure service is performed correctly and safely, while **helping protect data integrity, instrument performance, and long-term system reliability** throughout the instrument lifecycle.

## Q: Aren't third-party services cheaper?

They may appear cheaper initially, but **hidden costs often outweigh the short-term savings**. Common customer-reported issues include:

- Incorrect or non-verified parts causing repeat failures
- Longer downtime due to limited expertise
- Voided warranties or unsupported software states
- Costly follow-up service visits

Thermo Fisher contracts provide **predictable budgeting and long-term value**—not unexpected expenses.

## Q: How does OEM service protect my research?

Your research depends on **data quality, instrument precision, and reproducibility**. Thermo Fisher engineers:

- Follow verified procedures and manufacturer specifications
- Enable compliance with funding and audit requirements
- Maintain calibration standards that help protect your data outputs
- Use **proprietary service tools unavailable to third parties**

## Q: How does a Thermo Fisher service plan provide faster response and priority support compared to third-party providers?

Thermo Fisher service plans are designed to deliver rapid, prioritized support when it matters most. Customers benefit from:

- Priority scheduling for contract customers
- Highly maintained staffing levels for **factory-trained service engineers**, enabling faster service response across supported regions
- **Guaranteed response times**, available under certain service contracts in most regions\*
- Global field coverage with OEM-trained and factory-certified engineers

\* Guaranteed response times subject to regional availability.

**Q: What makes Thermo Fisher parts and repairs stand out?**

We use **new, genuine, and manufacturer-certified OEM parts** sourced directly from Thermo Fisher. Unlike third-party providers, who often rely on scavenged, refurbished, or non-verified components, **our parts are designed, tested, and verified specifically for your instrument.** Advantages include:

- **Are verified for instrument performance**
- Come with manufacturer-backed warranties
- Extend instrument life
- **Reduce risk of repeat failure**

**Q: What risks should I be aware of when using a third-party service provider?**

While third-party service options may initially appear cost-effective, customers commonly report **downstream risks** that can impact research timelines, data quality, and total cost of ownership, including:

- **Data integrity concerns** resulting from non-verified procedures or unverified parts
- **Longer downtime** due to limited access to proprietary diagnostics, updates, or escalation pathways
- **Incompatibility with future upgrades** or software releases, potentially limiting instrument capabilities
- **Safety and compliance risks**, particularly for systems involving lasers, optics, or regulated environments
- **Higher overall costs driven by repeat failures**, follow-up service visits, or unsupported system states

These risks can compound over time, increasing operational complexity and undermining confidence in instrument performance and results.

**Q: How does Thermo Fisher help me manage budget and funding challenges?**

Thermo Fisher service plans help manage budget and funding challenges through **OEM-backed advantages**, including:

- **Predictable annual costs**
- Protection from unexpected repair bills
- Competitive value compared with third-party options
- **Renewal and multi-instrument discounts**
- Upgrade options for aging instruments

**Q: How does Thermo Fisher’s service technology differ from third-party providers?**

As the OEM, Thermo Fisher integrates **advanced digital service technologies** directly into selected instruments—capabilities that third-party providers do not have access to. These technology-enabled services help improve uptime, accelerate issue resolution, and support long-term instrument performance, including:

- **Remote monitoring and diagnostics** for applicable Applied Biosystems™ and Ion Torrent™ instruments, enabling real-time performance tracking and proactive response before failures occur
- **Instrument-driven support** that uses built-in intelligence and proprietary diagnostics unavailable to third parties
- **On-demand remote support using augmented reality (AR)** technology, allowing service professionals to visually guide users in real time via a mobile device
- Continuous enhancement of alarms and warnings based on customer feedback to reflect real lab workflows
- **On-demand instrument training** to help support productivity, reduce user errors, and simplify onboarding

**Q: How does Thermo Fisher support long-term instrument health compared to third-party providers?**

Thermo Fisher supports **long-term instrument health** through capabilities that third-party providers typically cannot offer, including:

- **Preventive maintenance** performed to OEM specifications
- Access to complete and detailed service records
- Integrated remote monitoring (where available)
- **Proactive component replacement** based on OEM insights

**Q: What is the biggest advantage of staying with Thermo Fisher?**

**Confidence.** You protect your data, research timelines, and budget while reducing hidden risks.

 Learn more at [thermofisher.com/academicsservices](https://thermofisher.com/academicsservices)

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