

Your science never stops— neither should your equipment



Help protect performance, prevent downtime, and power your bench-scale process

Your bench-scale bioprocessing systems—whether a 5 L Thermo Scientific™ DynaDrive™ Single-Use Bioreactor or glass vessels—play a critical role in development, optimization, and small-batch production. When they're down, productivity slows, experiments stall, and timelines drift.

Bench-scale service plans from Thermo Fisher Scientific are designed specifically to keep your systems operating at their best, with fast response times, preventive maintenance (PM), and predictable costs that help you stay focused on the science—not the service.

Built for each team in the lab like FlexCare equipment service plans, FlexCare bench-scale service plans help support the unique needs of the lab.



For scientists and operators: reduced interruptions, reliable equipment performance, and greater confidence in experimental outcomes

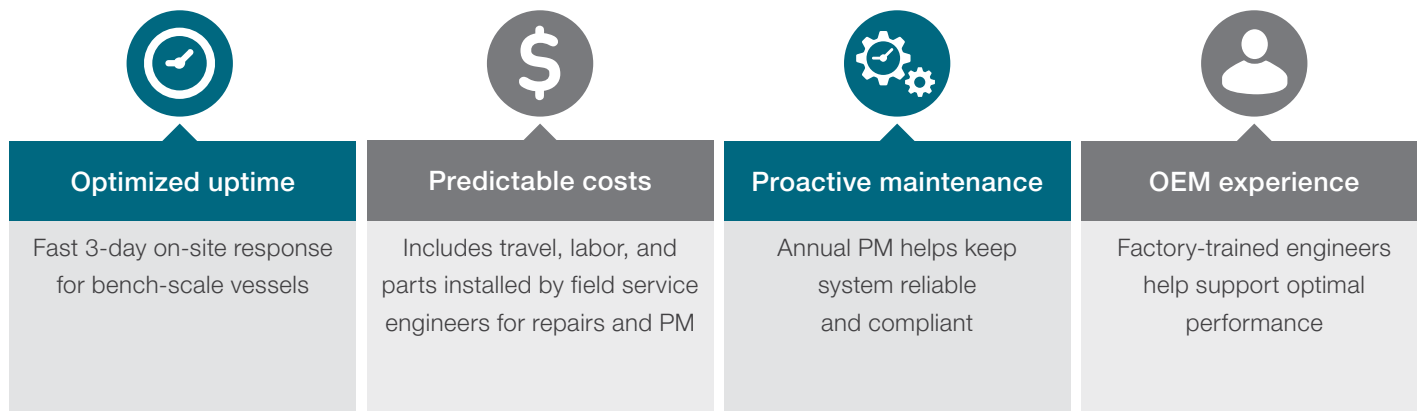


For engineers: OEM-validated maintenance and corrective repair help minimize internal workload and troubleshooting time



For procurement professionals: system-level plans enable budget predictability and reduces service-related administrative steps

Benefits of FlexCare services



FlexCare service plan	Extended warranty	Essential	Exclusive
Recommended for	All customers—comprehensive maintenance with predictable service costs	All customers—comprehensive maintenance with predictable service costs	Qualified customers with >100 assets
Targeted on-site response time*	3 business days	3 business days	2 business days or less
On-site corrective maintenance	✓	✓	✓
Enhanced technical support with priority response and remote resolution	Next day	Next day	Same day within business hours
Travel	✓	✓	✓
PM	✓	✓	✓
PM and repair parts for corrective maintenance	✓	✓	✓
Personalized onboarding	—	—	✓
Service history review and consultation	—	—	Quarterly
Services account manager	—	—	✓

Note: Each plan includes one vessel, controller, and temperature control unit, if applicable.

* Response times and pricing vary based on the specific requirements of the service. We make every effort to meet expectations, but actual timelines may be affected by complexity, volume, location, and other factors. Weekends and holidays are included only if specifically agreed upon as part of the pricing and service package.

Learn more at thermofisher.com/flexcare

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