



Services and support



Maximize uptime and elevate performance

FlexCare service plans: From small-scale to large enterprise operations, we've got you covered

At Thermo Fisher Scientific, we understand that reliable equipment is crucial to your bioprocessing operations. That's why we developed FlexCare services to help your single-use equipment operate at its best while helping you maximize productivity. Whether you're focused on innovation and speed or optimizing your workflow, FlexCare services empower your team to stay focused on your important work.

Dedicated service—tailored support for every team:

- ✓ For procurement: Enables cost predictability, with flexible service agreements that align with your budget and procurement cycles
- ✓ For engineering: Supports advanced equipment performance, with technical support and application insights when you need them most
- ✓ For operations: Reduces downtime, with fast response times and reliable service coverage



**Up to
2x faster**
response times

Decades

of experience in
bioprocessing
technologies



Global
network of experienced
professionals and
support teams

Benefits of FlexCare services



Flexible options

Whether you're managing a few units or scaling across multiple sites, our service plans are tailored to your needs.



Built for single-use bioprocessing

Designed specifically for single-use systems, helping to promote optimized performance and reliability.



Predictable costs and no surprises

All-inclusive pricing for maintenance, repair parts, and training, to keep your budget in check.



Proactive maintenance

Helps prevent downtime with scheduled service visits and proactive problem-solving.



Dedicated support

Get priority response times and knowledgeable technical assistance as needed.

	TruService™ plan	Warranty uplift*	Extended warranty	Essential	Enterprise (requires 3-year contract)	Exclusive
Response time**	5 business days	3 business day option	3 business days		2 business days or less	
Corrective maintenance	40/80/160 hours	✓	✓	✓	✓	✓
Preventive maintenance (PM)	40/80/160 hours	Full charges apply	✓	✓	✓	✓
Travel†	40/80/160 hours	✓	✓	✓	✓	✓
Added benefits	PM and repair parts for maintenance	—	Full charges apply	✓	✓	✓
	Personalized onboarding	—	—	—	✓	✓
	Service history review	—	—	—	Option	Quarterly
	Services account manager	—	—	—	—	✓
	Custom options	—	—	—	—	✓

* Warranty uplift plan: standard warranty may be uplifted to a 3-day response.

** Response times and pricing vary based on the specific requirements of service. We strive 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.

† Time on site is based on standard business days and times (Monday through Friday, 8 a.m.–5 p.m. local area time, and excludes public/bank holidays).

Enterprise options
Add or remove PM
2-day field service engineer on-site training
Spare parts
Service history review

Reliable, cost-effective, and ready when you need us

Contact your sales representative or email a customer experience specialist today at

ussc2.servicesupport@thermofisher.com



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