

Keep your teams moving forward. We've got your back.

Services for shakers

Services and support

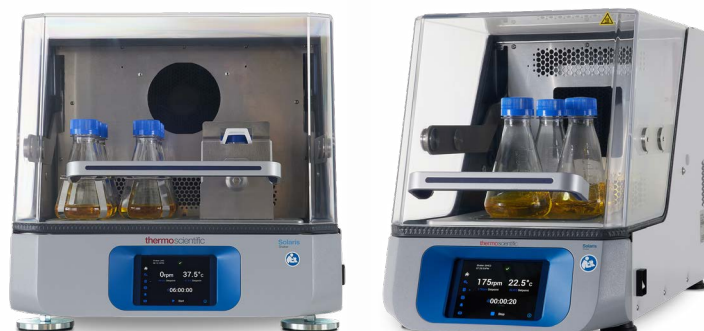
When you invest in Thermo Scientific™ shakers, you not only benefit from top-quality product performance, but also from the peace of mind that comes with world-class service solutions from the Unity™ Lab Services team.

Your lab's needs are unique, and our comprehensive service portfolio is designed to provide the right level of support tailored to your specific requirements.

Start-up services

Start-up is the first and most important step after your equipment is assembled at its final location. Our certified field services network helps get your new equipment up and running efficiently. What do we do during start-up?

- Check for proper clearances from obstacles, walls, other equipment, doorways, and windows
- Check that the equipment has been handled and set up in its final operating location by third parties as per the user manual
- Stabilize, balance, anchor, and make connections to preinstalled wall mounts (excluding seismic anchors) with the appropriate hardware
- Ground and connect to the power supply and other equipment via proper connections
- Execute manufacturer's start-up and initial operation instructions according to the user manual



- Connect factory-installed safety devices, such as alarms and back-up systems
- Help ensure that the keypad, controls, service menu, and user interface are working
- Explain operating, maintenance, and cleaning requirements and procedures
- Explain warranty and service plan entitlements and options
- Review annual preventative maintenance purchase options and schedule them appropriately

With our start-up services, you can be sure you're set up for success from installation day onward.



Service plans

Regulatory Assurance plans

For labs operating under Good Laboratory Practice (GLP) and Good Manufacturing Practice (GMP) requirements, our Regulatory Assurance plans provide specialized support to help ensure compliance and audit readiness.

These plans can include services such as start-up for new equipment, along with compliance services, including preventive maintenance, qualification and performance testing (temperature mapping), and requalification to help maintain regulatory compliance and operational performance throughout the equipment lifecycle.

Core service plans

Our core plans, Tech Direct and Total Care, help increase equipment uptime, maintain peak performance, and reduce your total cost of ownership.

Designed to support the full lifecycle of your equipment, these plans combine priority support, annual preventive maintenance, and more to help minimize disruptions and maximize productivity. Whether you need comprehensive repair coverage or a cost-effective approach to maintaining reliability, Tech Direct and Total Care help protect your investment and keep your operations running smoothly.

Service plan options at a glance	After warranty	In and after warranty	
	Tech Direct	Total Care	Regulatory Assurance plans (GLP and GMP)
Entitlement			
Priority response commitment*	3 business days	2 business days	1 business day**
Corrective maintenance (travel, labor, and parts)	15% discount	✓	✓
Digital remote support	✓	✓	✓
Preventive maintenance (PM)†	✓	✓	✓
Compliance services	10% discount	10% discount	✓

* Response time begins once a service order ticket is created for the field service engineer (FSE).
** One business day response time for corrective maintenance is available in selected locations and excludes all biological safety cabinet equipment in the United States. Where one-day response is unavailable, these service bundle packages remain available, and we will make every reasonable effort to provide a priority response based on FSE availability.
† Includes PM parts kit (1 per equipment per year), if applicable.

Compliance services

Maintaining compliance with documented verification that your shakers are installed and operating according to the manufacturer’s intended use in regulated environments takes significant time and resources. Let our factory-trained, highly skilled field service engineers manage these tasks for you.

Our comprehensive and cost-effective suite of compliance services—including qualification,* temperature mapping, requalification, and preventive maintenance—can increase your lab’s performance and save you time by documenting system functionality and mitigating the risk of regulatory noncompliance. Qualification documents are available in English, French, and German. Programs can be customized to your specific needs, so the right audit-quality data will be ready for you to share with the appropriate regulatory bodies.

In addition, we offer a no-charge requalification guarantee.** If a key component fails while under a qualifying service plan or warranty, we will requalify your equipment at no charge to help ensure it maintains compliance.



Service	Description
Installation qualification (IQ)	Verifies that the equipment, manuals, supplies, and any other accessories arrived undamaged as specified in the sales order. Verifies that equipment and any other accessories are assembled and installed. Any abnormal event(s) observed during the IQ is documented in the IQ protocol. Verifies that the installation site and equipment environment meet manufacturer-specified environmental requirements. Configuration information for each system component gets recorded.
Operation qualification (OQ)	Verifies important equipment functions and helps ensure that the equipment operates as expected by the manufacturer and in conformance to standards and requirements. Key tests include: door ajar, power failure, and temperature alerts.
Temperature mapping (TM)	TM protocol performed at customer-specified set point with provisions up to 15 measurement points, plus 1 ambient measurement point. Temperature measurements will be performed in air or with simulated product loaded in chamber, with a data collection interval of 1 minute for 24 hours,† or configurable to customer needs. Service also includes: 1 open door temperature recovery test, 1 power failure evaluation test, minimum and maximum values along with averages, temperature graph showing profile of instrument performance over a 24-hour period, and detailed reports with raw probe data.
Requalification (RQ)	Reassesses equipment to help ensure it continues to meet safety, regulatory, and performance standards after initial qualification.
Preventive maintenance (PM)	Routine inspections that use standard procedures to help ensure equipment performance is at or near the same level achieved at installation. Typical procedures include overall general inspection and cleanup, replacement of worn parts, general performance testing, and tuning.

* Start-up/installation of equipment is not included within our IQ services. Additional fees apply for inside delivery shipping method or for full installation and setup of equipment.
** Our no-charge requalification guarantee for laboratory equipment applies only to equipment under a qualifying Unity Lab Services equipment service plan or warranty and includes requalification on covered corrective maintenance repair at no additional charge. Terms and conditions apply.
† Study requirements greater than 24 hours will be reviewed and quoted.



Ordering information

Services are available in select locations and may vary.
 Please contact your sales representative to confirm availability.

Start-up services

Region	Service	Equipment	Description	Cat. No.
US and Europe	Start-up	Stackable shakers	Covers all units; excludes major assembly, e.g., stacking	STARTSSHAK
US and Europe	Start-up	Benchtop equipment	Nonstackable shakers	STARTBTS

Regulatory Assurance plans

Plan	Factory warranty period		Post-warranty period
	New purchase (NP)	In warranty (IW)	After warranty (AW)
GLP service plan	GLPSHKNP	GLPSHKIW	GLPSHKAW
GMP service plan	GMPSHKNP	GMPSHKIW	GMPSHKAW

Core service plans

Core service plans		Factory warranty period	Post-warranty period	
		Total Care warranty	Tech Direct service plan	Total Care service plan
Region	Specification			
US	Shakers up to \$10,000	TCWSHK10	TDPSHK10	TCSHK10
US	Shakers up to \$20,000	TCWSHK20	TDPSHK20	TCSHK20
Europe	All shakers	TCWTYSHK	TEDSHK	TLCSHK

Compliance services

Region	Service	Specification	Cat. No.
US and Europe	IQ/OQ + TM	Thermo Scientific™ IntelliStack™ shakers	IOQPT3510
US and Europe	IQ/OQ	IntelliStack shakers	IOQ3510
US and Europe	IQ/OQ + TM	Incubated shakers	IOPQPCKE89003508
US and Europe	IQ/OQ	Incubated shakers	IOQPCKE89003508
US and Europe	IQ/OQ	Open air shakers	IOQPCKE89003507
US and Europe	Additional TM	Shakers	TEMPMAP
US and Europe	RQ	Shakers	RQSHK
US and Europe	RQ +TM	Shakers	RQTMSHK
US and Europe	PM	Shakers	FPPMSHAK