

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

Services for centrifuges

Services and support

When you invest in Thermo Scientific™ centrifuges, 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 centrifuge 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 very own certified field services network can provide peace of mind as you get started with your new equipment. What do we do during start-up?

- Check for proper clearances from obstacles, walls, other equipment, doorways, and windows
- Check that the centrifuge has been handled and set up in its final operating location by third parties, as per the user manual
- Ground and connect to the power supply and other equipment via the proper connections
- Execute manufacturer's user manual start-up and initial operation instructions
- Ensure that 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 preventive 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, calibration, qualification and cycle testing, 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 centrifuges 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,* cycle testing, preventive maintenance, and requalification—can 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.

* 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.



Service	Description
Calibration	This service certifies that lab equipment is measuring data accurately when compared to a traceable reference standard. We have a tiered service offering to support unique customer requirements. Our services are available to meet either ISO 9001 or ISO/IEC 17025 standards.
Installation qualification (IQ)	Documents and verifies that equipment is installed to manufacturer’s recommendations and your lab’s requirements. The records we produce are traceable and ready for you to demonstrate compliance.
Operational qualification (OQ)	Documents and verifies that equipment (as installed) is operating as intended to manufacturer’s specifications. Our technical best practices help ensure that your equipment passes all qualification tests the first time, saving resources and maximizing uptime.
Cycle testing (CT)	Point-in-time test that monitors a unit and a specified rotor at a predefined speed, time, and temperature (if applicable) set point. Testing demonstrates that a unit and specified rotor can meet customer specifications.
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.



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	Complex centrifuges*	Floor-model centrifuges (except for Thermo Scientific™ Sorvall™ CC40NX centrifuges)	STARTCCEN

* Start-up service is required for floor-model centrifuges for warranty and safety reasons.

Regulatory Assurance plans

		Factory warranty period		Post-warranty period
Plan	Equipment	New purchase (NP)	In warranty (IW)	After warranty (AW)
GLP service plan	Standard	GLPCENSTDNP	GLPCENSTDIW	GLPCENSTDAW
GLP service plan	Plus (superspeed, ultraspeed)	GLPCENPLUSNP	GLPCENPLUSIW	GLPCENPLUSAW
GMP service plan	Standard	GMPCENSTDNP	GMPCENSTDIW	GMPCENSTDAW
GMP service plan	Plus (superspeed, ultraspeed)	GMPCENPLUSNP	GMPCENPLUSIW	GMPCENPLUSAW

Core service plans

		Factory warranty period	Post-warranty period	
Region	Product family	Total Care warranty Cat. No.	Tech Direct service plan Cat. No.	Total Care service plan Cat. No.
US	General-purpose centrifuges	TCWCEN2	TDPCEN2	TCPCEN2
US	Large-capacity centrifuges	TCWCEN3	TDPCEN3	TCPCEN3
US	Micro and small bench centrifuges	TCWCEN1	TDPCEN1	TCPCEN1
US	Superspeed centrifuges	TCWCEN3	TDPCEN3	TCPCEN3
US	Ultraspeed centrifuges	TCWCEN4	TDPCEN4	TCPCEN4
Europe	Floor centrifuges, high cap/low speed	TCWTYCENHC1	TEDCENHC1	TLCCENHC1
Europe	Micro centrifuges	TCWTYCENMI	TEDCENMI	TLCCENMI
Europe	Refrigerated benchtop centrifuges	TCWTYCENBTR	TEDCENBTR	TLCCENBTR
Europe	Ventilated benchtop centrifuges	TCWTYCENBT	TEDCENBT	TLCCENBT
Europe	Superspeed and floor high cap/low speed centrifuges	TCWTYCENSUPER	TEDCENSUPER	TLCCENSUPER
Europe	Ultraspeed centrifuges	TCWTYCENULTRA	TEDCENULTRA	TLCCENULTRA

Compliance services

Region	Service	Specification	Cat. No.
US and Europe	IQ/OQ + CT	Thermo Scientific™ benchtop, small floor-standing, general purpose floor-standing, and large-capacity floor-standing centrifuges	IOPQPCKE89003492
US and Europe	IQ/OQ	Benchtop, small floor-standing, general purpose floor-standing, and large-capacity floor-standing centrifuges	IOPQPCKE89003492
US and Europe	IQ/OQ	Thermo Scientific™ Centri-Log™ Plus Software (IQ/OQ) for superspeed and large capacity centrifuges	IOQP90104
US and Europe	IQ/OQ + CT	Thermo Scientific™ Sorvall™ LYNX™ Superspeed centrifuges and Thermo Scientific™ Sorvall™ WX+, MX+, and MTX ultraspeed centrifuges	IOPQPCKE89003493
US and Europe	IQ/OQ	Sorvall LYNX Superspeed centrifuges and Sorvall WX+, MX+, and MTX ultraspeed centrifuges	IOPQPCKE89003493
US and Europe	Calibration ISO/IEC 17025	All centrifuges	CALPRCENT
US and Europe	Calibration ISO 9001	All centrifuges	CALBCCENT
US and Europe	RQ	Standard	RQCENSTD
US and Europe	RQ + CT	Standard	RQCTCENSTD
US and Europe	RQ	Plus (superspeed, ultraspeed)	RQCENPLUS
US and Europe	RQ + CT	Plus (superspeed, ultraspeed)	RQCTCENPLUS
US and Europe	PM	Various benchtops, such as nonvacuum oven, benchtop, etc.	FPPMBTS
US and Europe	PM	Floor (standing) model and Thermo Scientific™ SpeedVac™ vacuum concentrators	FPPMCEN