



Services and support

Keep your instruments supported with confidence. We've got your back.

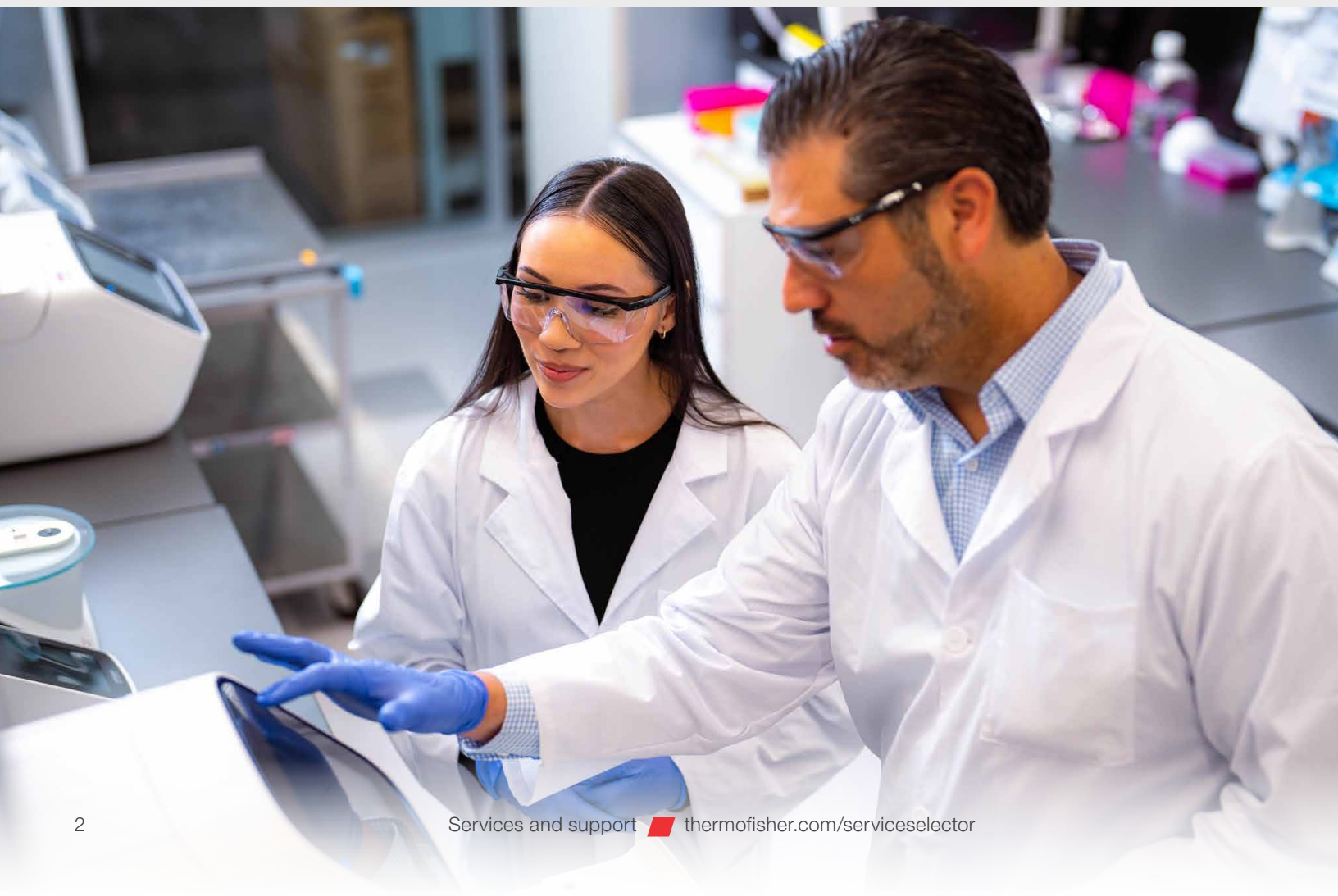
Count on Thermo Fisher Scientific
certified and trained field engineers

Essential questions to consider before choosing a third-party asset management company

In today's challenging economic environment, reduced-cost proposals from alternative maintenance providers might appear to be attractive choices. However, these alternatives may actually cost you more money, as well as sacrifice the quality service you have come to expect from us.

Service coverage plans for Applied Biosystems™, Ion Torrent™, and Invitrogen™ instruments offer price and quality advantages that maximize the quality of service you receive.

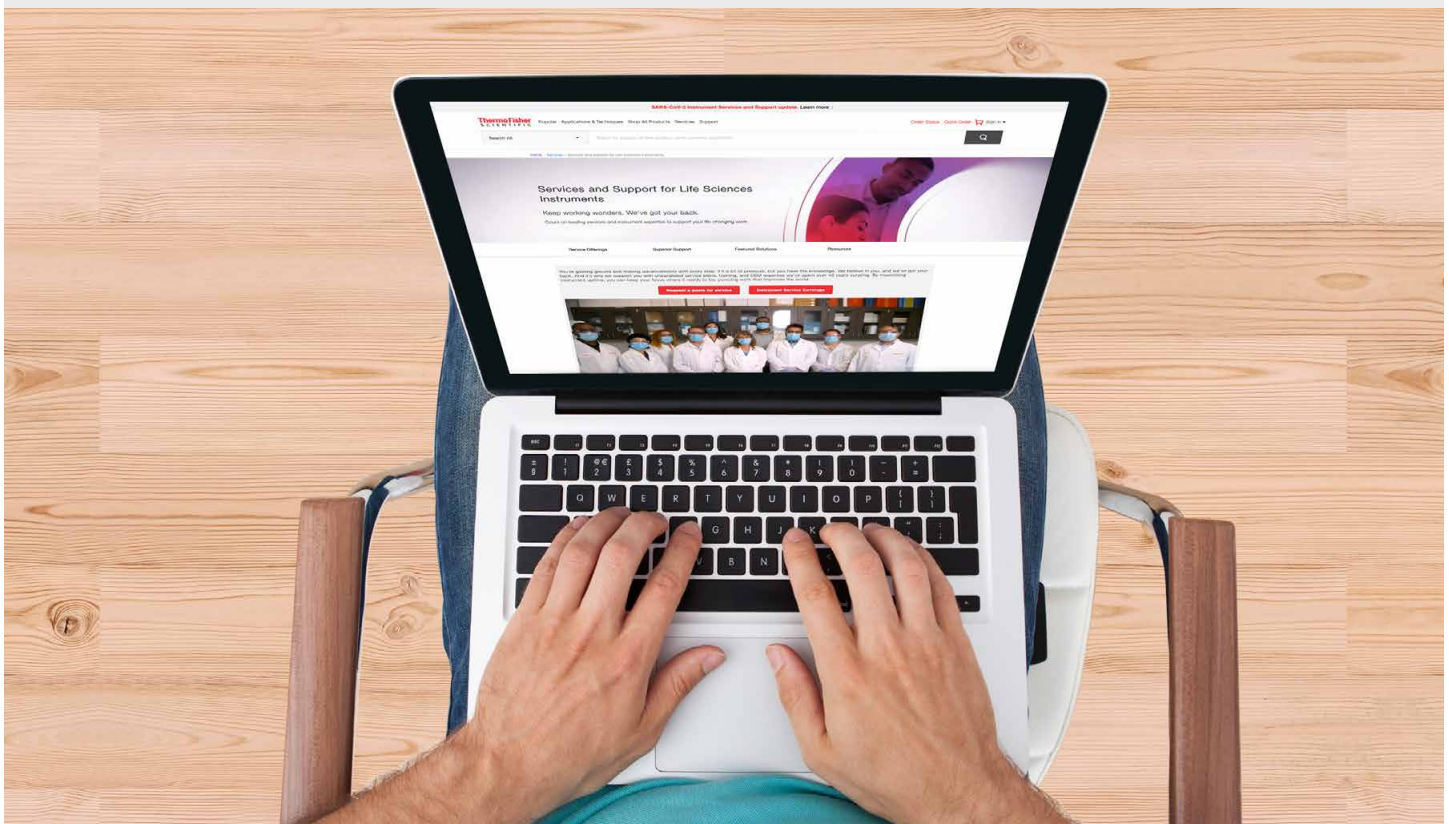
As a procurement partner, you are encouraged to question the representatives of any company that claim they can support Applied Biosystems, Ion Torrent, and Invitrogen instruments. The following questions are your guide to help determine the true costs and service quality of a prospective service provider.



Things to consider

- Although their staff may have completed an extensive training program, Thermo Fisher Scientific instruments require a high degree of specialization to service—are their engineers certified by the manufacturer to work on all components of these instruments?
- Is their service staff equipped with authentic diagnostic software, calibration tools, and supplies that are certified and tested by the instrument manufacturer?
- Do they have local field service staff, application staff, and technical support staff, and can they arrive in your lab in as little as two business days?
- Do they have a formal escalation policy in case their engineers are unable to repair the instrument?
- If they are unable to repair the instrument, what other options can they provide you?
- Can they support newly released Thermo Fisher platforms, given that they did not receive direct training from the manufacturer on these platforms?
- Do they cover computer and software repairs, including the reimaging/reinstalling of software and data transfer, at no additional cost?
- Do they provide, at no additional cost, troubleshooting and performance verification reagents and other consumables?
- Can you afford for your results to be compromised if their instruments are not maintained by the manufacturer, and to the manufacturer's standards?

When in doubt, ask to see their official Thermo Fisher documentation



Thermo Fisher service plans

Don't compromise on critical components needed to keep you successful in your work

Under a third-party service model, the task of managing annual planned maintenance and biannual calibrations may fall on you. With a Thermo Fisher service contract, we help you manage proactive care services. This will enable your system to run at peak performance and help extend the life of your instruments, which reduces the chances of premature system failure and unnecessary repairs that could cost thousands of dollars.

Our service plans can provide:

- Solutions to fit your needs and budget—no hidden fees
- Certified and trained field engineers
- New or manufacturer-certified used service parts
- Field application support and technical phone and email support
- A formal escalation process that includes a replacement policy, if warranted
- 100% coverage on all computer components sold with our instruments
- Local field-based engineers that carry the full breadth of service-related spares
- Services using proprietary diagnostic software and service tools
- Remote monitoring and diagnostics services to increase instrument uptime and save thousands of dollars

On-site service plans:

- AB Platinum
- AB Assurance
- AB Maintenance Plus

Off-site service plans:

- Rapid Exchange
- AB Repair Center (RC Support)



The services and support advantage



Services and support excellence	OEM* technical expertise	Proven track record	Global reach
- Digital tools help resolve instrument issues remotely in up to 70% of cases Proactive planned maintenance to increase instrument uptime	- Our service and support teams are highly educated and receive regular recertification - Direct access to more than 2,000 highly experienced and OEM-certified service professionals, ready to assist when you need it	As original manufacturers with more than 40 years of instrument expertise, we know our products and workflows better than anyone	- Delivering consistent service across the globe in 115 countries - Committed to providing the fastest response possible, increasing lab productivity and uptime

* OEM refers to original equipment manufacturer.

Service plan feature	Thermo Fisher	Nonpartnering asset management companies
Targeted response time of two business days or less**	✓	?
All-inclusive contract price—no hidden fees	✓	?
Consumables used by engineer for instrument diagnosis included	✓	?
Remote monitoring and diagnostics	✓	✗
Remote service center access	✓	✗
Proactive planned maintenance scheduling	✓	?
Certified, factory-trained engineers	✓	✗
Guaranteed certified parts and consumables	✓	✗
Proactive software updates	✓	?

** Certain geographic areas only.

Additional service options are available to supplement and enhance your service plan

The service contract value:

- Helps optimize your reagent consumption and enables higher quality results
- Minimizes productivity loss with a typical two-business-day[†] response time from a vast network of certified engineers
- Minimizes the burden of instrument troubleshooting through priority phone access from a team that knows and understands your instrument
- Helps prevent loss of vital samples and reagents by proactively identifying problems through remote monitoring
- Helps reduce downtime from days to hours with remote diagnostics and remote service access
- Offers flexible service options to meet your budget needs, including a broad range of qualification services

[†] Certain restrictions apply, contact your services and support representative for details.

Manufacturer expertise at a global scale

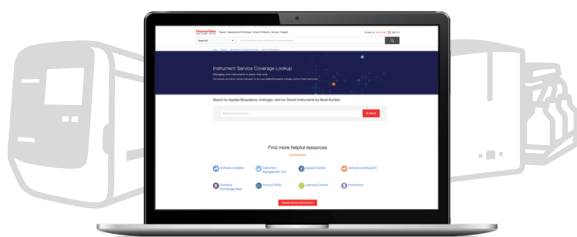
Get back up and running with confidence knowing that your instrument has undergone rigorous testing, repair, and calibration by our factory-trained service engineers. Our worldwide scale also provides you with localized support, and a shorter journey for your repaired instrument.*

Advanced digital services and support ecosystem

Included as part of your instrument service plan is priority access to our innovative technologies to help drive your important work forward.

Through these immersive, real-time collaboration tools, like Smart Help and Remote Support, we can help identify and possibly resolve issues remotely in minutes, helping eliminate the need for on-site repairs that could keep you idle for days.

Explore our digital services and support ecosystem, and look to the future of our services at thermofisher.com/digitalserviceecosystem



Instrument service coverage lookup

Managing your instruments is easier than ever with this search tool. Find warranty and service contract coverage information for all of your Applied Biosystems, Ion Torrent, and Invitrogen instruments. Look up your instrument at thermofisher.com/myinstrument

Learn more at thermofisher.com/instrumentservices