



ThermoFisher
SCIENTIFIC

Excelleration Services

thermo
scientific

Field Service Engineers

Keeping your systems—and your projects—running

Field Service Engineers

Accelerated response and expert execution when it matters most

To consistently generate high-quality, meaningful results, you need more than just tools—you need a trusted network of experts supporting you at every step. Thermo Fisher Scientific's service ecosystem brings together Application Specialists, Field Service Engineers, and Remote Support professionals who collaborate seamlessly to ensure your instruments deliver reliable, reproducible results. As part of this integrated network, our Field Service Engineers (FSEs) are the cornerstone of your maintenance approach, delivering exceptional on-site technical expertise to ensure your systems operate at peak performance.



Accelerated response time

Our strategically located Field Service Engineers deliver a swift, targeted response, ensuring your instrument is back up and running with minimal disruption.



Expert labor

With deep technical expertise and hands-on experience, we deliver service that's fast, precise, and done right from the start.



High-quality parts

We ensure only certified OEM parts are used in maintenance and repair, guaranteeing the highest standards of quality, performance, and compatibility to maintain your instrument's longevity.

Expert response means your team stays productive, your systems stay reliable, and your project keeps moving forward.

Performance backed by quality and proactive care

Service built for reliability

Equipped with deep knowledge of complex instrumentation, our service goes beyond repairs. At Thermo Fisher, we provide our engineers with continuous, systematic, and in-depth technical training, enabling them to deliver high-quality and reliable on-site services that preserves performance, extends lifespan, and prevents costly surprises.



Corrective maintenance

When problems do occur, we act fast to restore full functionality and keep your operations moving, not only extending your instrument's life, but also maintaining operational performance so you can trust the data and the decisions it drives.



Preventive maintenance

Through an annual inspection and service check, our Field Service Engineers catch issues early, preventing unexpected failures and costly downtime.



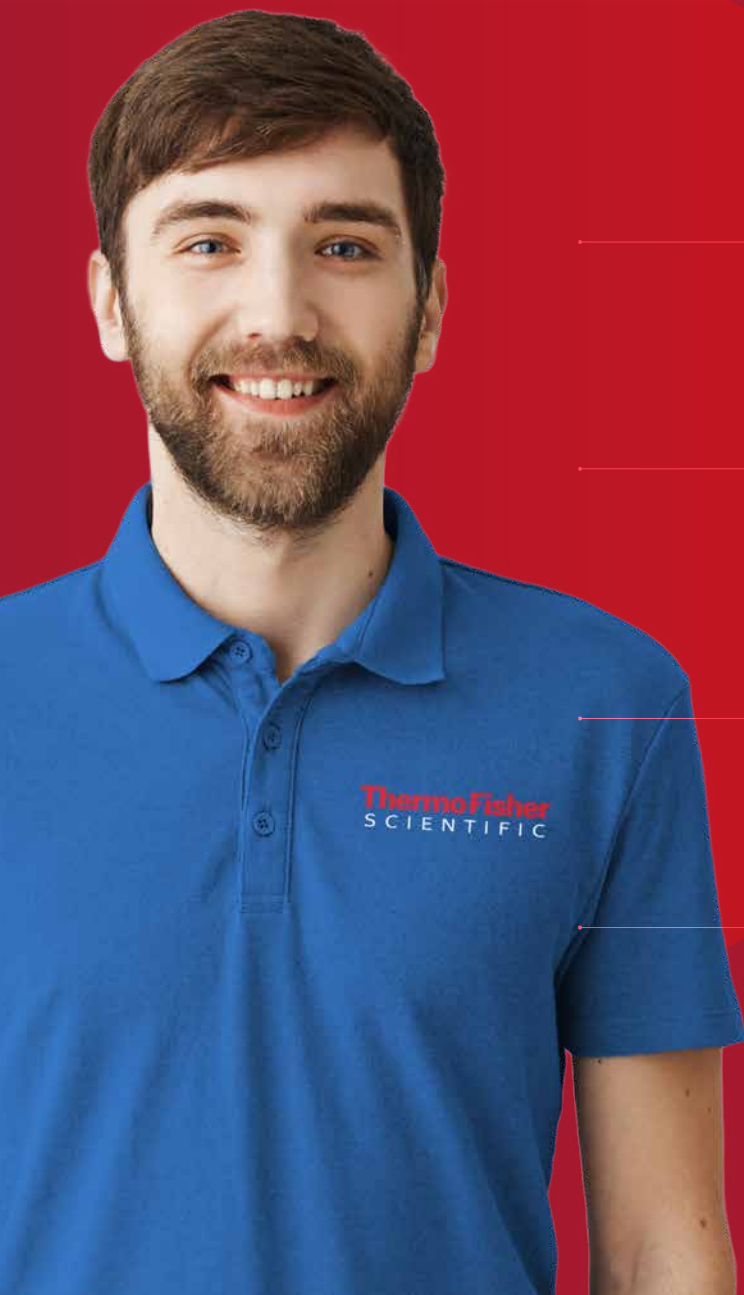
Predictive maintenance

Field Service Engineers perform scheduled inspections and data-driven assessments to detect performance trends and component wear before failures occur. This proactive approach reduces costly interruptions, optimizes uptime, and supports long-term system stability.

Let's keep your ideas moving.

Our Field Service Engineers are more than technicians—they are an essential extension of your technical team accelerating time to outcomes and protecting your investment. Whether you need urgent repair, proactive maintenance, or performance optimization, we're here to keep your instruments running and your team focused.

Exceleration Services Keeping your instruments at peak performance



“FSEs’ problem-solving skills and knowledge-sharing are especially appreciated.”

“Field Service Engineers are critical to maintaining the instruments for high-quality data without downtime.”

“The most valuable element of the total service agreement is the FSE onsite until the systems run stable.”

“Professional, great knowledge and advice.”

Learn more at thermofisher.com/emsservices

thermo scientific

For research use only. Not for use in diagnostic procedures. For current certifications, visit thermofisher.com/certifications

© 2025 Thermo Fisher Scientific Inc. All rights reserved. All trademarks are the property of Thermo Fisher Scientific and its subsidiaries unless otherwise specified. BR0217-EN-11-2025