



Thermo Scientific Services Support Plans for Laboratory Equipment



Thermo Scientific Support Plans will:

- Improve productivity
- Increase equipment uptime and utilization
- Extend equipment lifetime
- Maintain peak performance
- Lower cost of ownership
- Provide convenient access to quality service and parts

Maintaining your laboratory equipment is crucial to the overall productivity of your lab, the long-term performance of your equipment and your total cost of ownership. We offer a variety of support plans to best suit the individual needs of your laboratory.

Extended Warranty & Warranty Plus

Extend or upgrade original equipment warranty

Total Care Plan

Assure optimal performance after warranty expires

Scheduled Care Plan

Ensure preventive annual maintenance

Depot Repair Plan

Receive practical, low-cost options for non-critical equipment



Thermo Scientific Services Support Plans for Laboratory Equipment

With each of our plans, we deliver convenient and dependable service that includes fixed costs for travel (except depot service), labor and quality parts.

Plan Type	Ideal For...	Plan Includes...
Extended Warranty & Warranty Plus Purchase prior to original warranty expiration to lock in our lowest cost support plan.	Extending or upgrading equipment's original warranty.	<ul style="list-style-type: none"> • Priority on-site repair by qualified technicians • Unlimited labor, parts, and travel • Priority depot repair (<i>specified equipment only</i>) • Unlimited priority phone and e-mail support • Upgrade your warranty with an annual on-site preventive maintenance visit (<i>Warranty Plus only</i>)
Total Care Plan Minimize downtime at a fixed cost with hassle free service.	Maintaining optimal performance of your Thermo Scientific equipment after warranty.	<ul style="list-style-type: none"> • Priority on-site repair by qualified experts • Annual on-site preventive maintenance • Unlimited labor, parts and travel • Priority depot repair • Unlimited priority phone and e-mail support
Scheduled Care Plan Inspect, clean, check and adjust all covered equipment and run appropriate tests to ensure that your equipment continues to meet the manufacturer's performance standards.	Providing thorough annual preventive maintenance at your site by our trained service expert.	<ul style="list-style-type: none"> • Annual on-site preventive maintenance • Priority scheduling for time and material on-site repair • Priority scheduling for time and material depot repairs • Phone and e-mail support • 15% discount on parts, labor and travel when additional service is needed outside of the scheduled preventive maintenance visit. (Discount for parts applies to Thermo Scientific equipment, some parts may not be available.)
Depot Repair Plan All repairs use genuine OEM parts and performance tests are conducted to ensure that your equipment meets all factory specifications before it is returned to you. <i>(Note: Customer is responsible for shipping the unit to the depot)</i>	Delivering a practical, low cost alternative for non-critical compact equipment.	<ul style="list-style-type: none"> • Priority repair status at our depot • All labor and parts • Return shipping (<i>depot to customer</i>)

Thermo Scientific product names and product families covered by these plans include:

Product Names		Product Families	
Barnstead™	Lab-Line™	Biosafety Cabinets	Ultra-low temperature freezers
Fisher Isotemp®	Lindberg/Blue M™	Centrifuges	Microplate Instrumentation
Forma®	Napco	CO ₂ Incubators	Molecular Biology
Harris®	Precision™	Cryopreservation	Ovens and Vacuum Ovens
Heraeus®	Puffer Hubbard®	Environmental Chambers	Shakers, Stirrers and Mixers
Hybaid	Revco®	Freeze Dryers	Vacuum Concentrators
IEC®	Savant®	Furnaces	Water Baths
Jewett®	Sorvall®	General Purpose Incubators	Water Purification
Jouan		Refrigerators and Freezers	

ACT NOW! Call today at 800-438-4851 ext. 2

Choose a plan that achieves your particular goals or work with our service specialists to develop a support program to meet your exact requirements.

www.thermo.com/supportplans