



Keep your uptime at an all-time high. We've got your back.

Get exceptional equipment services and support to help keep your lab up and running.

Equipment service plans

When you invest in Thermo Scientific™ laboratory equipment, you not only benefit from top-quality product performance, but you can also enjoy peace of mind and maximum uptime with world-class service solutions by the Unity™ Lab Services team.

As you use your equipment, your specific needs and expectations deserve a tailored approach to services. Our comprehensive service portfolio was designed to provide you with an ideal fit.

Our equipment service plans help improve your productivity, increase uptime, maintain peak performance, and reduce your total cost of ownership. All service plan customers enjoy:

- Proactive, annual preventive maintenance visits that help extend the life of your equipment
- Unlimited, enhanced technical and remote support that enable faster diagnosis and remote resolution in 50% of cases
- Priority on-site response commitments that give customers a response two times faster compared to those without a plan



Service plans are available for biological safety cabinets, centrifuges, cold storage, CO₂ incubators, environmental chambers, water purification systems, and other equipment.

Service plan options at a glance

	Total Care warranty and Total Care service plan	Tech Direct service plan
Priority on-site response commitment*	2 business days	3 business days
On-site corrective maintenance	✓	15% discount
Corrective maintenance warranty	1 year	1 year
Enhanced technical and remote support	✓	✓
Prescheduled on-site preventive maintenance (PM)	✓	✓
Discount on compliance services	10% discount	10% discount

Which plan is right for your lab?

For labs requiring full repair coverage at the best value, we recommend our Total Care warranty (an upgrade to the factory warranty) and service plan (post-warranty coverage). This plan includes full repair coverage and our fastest on-site response commitment of 2 business days.

For labs on a limited budget, we recommend the Tech Direct service plan (post-warranty coverage). This plan includes repair coverage with a 15% discount on parts, labor, and travel, as well as our fast on-site response commitment of 3 business days.

For labs with more specialized requirements—such as compliance with Good Laboratory Practice (GLP) and Good Manufacturing Practice (GMP) standards—we also offer industry-specific plans that are tailored to meet your regulatory needs.

Please contact your service representative for more information.

Service plan specifications

Specifications	Warranty period		Post-warranty period		
	Factory warranty	Total Care warranty	No service plan	Tech Direct service plan	Total Care service plan
On-site corrective services					
Priority on-site response commitment*	–	2 business days	–	3 business days	2 business days
On-site corrective maintenance	✓	✓	Full charges apply	15% discount	✓
Corrective maintenance warranty	1 year	1 year	90 days	1 year	1 year
Remote diagnostic and repair services					
Unlimited priority access to technical support	✓	✓	–	✓	✓
Priority remote diagnosis and remote repair, when possible	✓	✓	–	✓	✓
Preventive maintenance (PM) services					
Prescheduled on-site PM**	–	✓	–	✓	✓
Software and firmware updates during PM as required†	–	✓	–	✓	✓
Value-added services					
Discount on parts	–	Parts included	–	15% discount	Parts included
Discount on trainings‡	–	10% discount	–	10% discount	10% discount
Discount on compliance services	–	10% discount	–	10% discount	10% discount

* Response time begins once a purchase order (PO) is received that is applicable in the US and Europe. Access restrictions to geographical location, building, or room may invalidate on-site response time commitment. Availability in the US is limited to selected locations (subject to change): Ann Arbor, MI; Atlanta, GA; Austin, TX; Baltimore, MD; Boston, MA; Chicago, IL; Cincinnati, OH; Cleveland, OH; Columbus, OH; Dallas, TX; Denver, CO; Des Moines, IA; Detroit, MI; East Bay, CA; El Paso, TX; Hartford, CT; Houston, TX; Indianapolis, IN; Jacksonville, FL; Kansas City, MO; Los Angeles, CA; Madison, WI; Memphis, TN; Miami, FL; Minneapolis, MN; Nashville, TN; New Brunswick, NJ; New York, NY; Orange County, CA; Philadelphia, PA; Phoenix, AZ; Pittsburgh, PA; Portland, OR; Raleigh, NC; Richmond, VA; Rochester, NY; Salt Lake City, UT; San Antonio, TX; San Diego, CA; San Francisco, CA; Seattle, WA; St. Louis, MO; St. Paul, MN; Tampa, FL; and Washington, DC. Availability in Europe is limited to selected locations (subject to change). Please contact your sales representative for more information about services in your location.

** Includes PM parts kit (1 per system per year), if applicable.

† Upgrades to new versions of software are not included.

‡ On-site or institute-based training may not be available in all locations.

Learn more at thermofisher.com/unitylabservices

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