



Thermo Scientific ARL Global Service

OES, XRF & XRD service solutions



We manage your instruments, so you can focus on performance

To improve your process control efficiency, you should be free to focus on your work, not burdened with managing instrument service. When you buy a Thermo Scientific OES, X-ray or automation system, you gain the peace of mind that comes from being backed by the largest

team of service experts committed to your long-term success. Let our expertise compliment yours. Our service solutions are available at the time of instrument purchase, during the warranty period or after the warranty period has ended.



Installation and Qualification

With this service, you will know everything was done right from the start.

- Our experts will install the equipment at your site so it operates correctly.
- They will visually inspect the unit, conduct testing, provide operating instructions, and ensure the unit is optimized for your work.
- After completion of this service, you will receive an installation certificate, so you know what procedures were conducted.
- All labor and local travel costs are included.

The installation qualification gives you the certification that all the checks have been carried out to ensure that the equipment is correctly positioned and configured, but also that all the supplies comply with the established specifications.



Warranty Extension

Extending your warranty for additional years makes good business sense.

- You continue to get the same benefits as the original warranty – needed spare parts and labor are covered.
- After the extended warranty expires, other service contracts are available for continued product support.
- Our service personnel can advise you on which service plans would best fit your needs.

With this partnership, you focus on creating excellent products, and we focus on delivering service excellence.



Service Contracts

We understand the daily challenges you face – finding ways to increase productivity and reduce costs, while striving to achieve better results in less time. The strategy selected to maintain your instrumentation plays a key role in determining your productivity, while maintaining high quality standards.

We offer a variety of support plans and options to meet your needs.

- Installation, repairs and calibration
- Support plans
- Preventative maintenance
- Certification/compliance services
- Technical support
- Training and education services
- Parts, accessories and consumables

With each of our plans, you benefit from a selection of guaranteed response times and predictable costs that include travel expenses, labor and replacement parts.

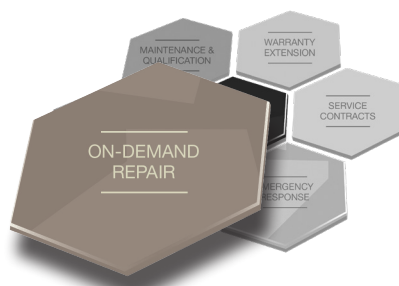
Increase productivity
Maximize resources
Boost uptime
Reduce costs



Maintenance & Qualification and Emergency Response

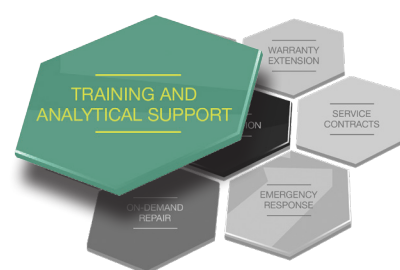
This service guarantees that your OES, XRF and XRD instruments meet validation and standardization requirements such as ISO 9001, CE, etc.

- The Operation Qualification (OQ) procedure reproduces the OQ performed in the Quality Assurance (QA) of the factory and confirms that the instrument is operational by proof of the validation report.
- Preventive maintenance is available as a one-time on-demand service. It is also included in all our service contracts.
- Emergency response is included in the preventive maintenance and provides priority remote support, shorter response times on on-site corrective repairs.



On-demand Repair

We manufacture equipment to the highest quality standards, but should an unexpected repair event occur, our certified Thermo Fisher Scientific Service Engineer will perform the repair on site ensuring the results meet internationally recognized standards. With assistance from state-of-the-art software, our experts can more rapidly analyze problems and determine solutions.



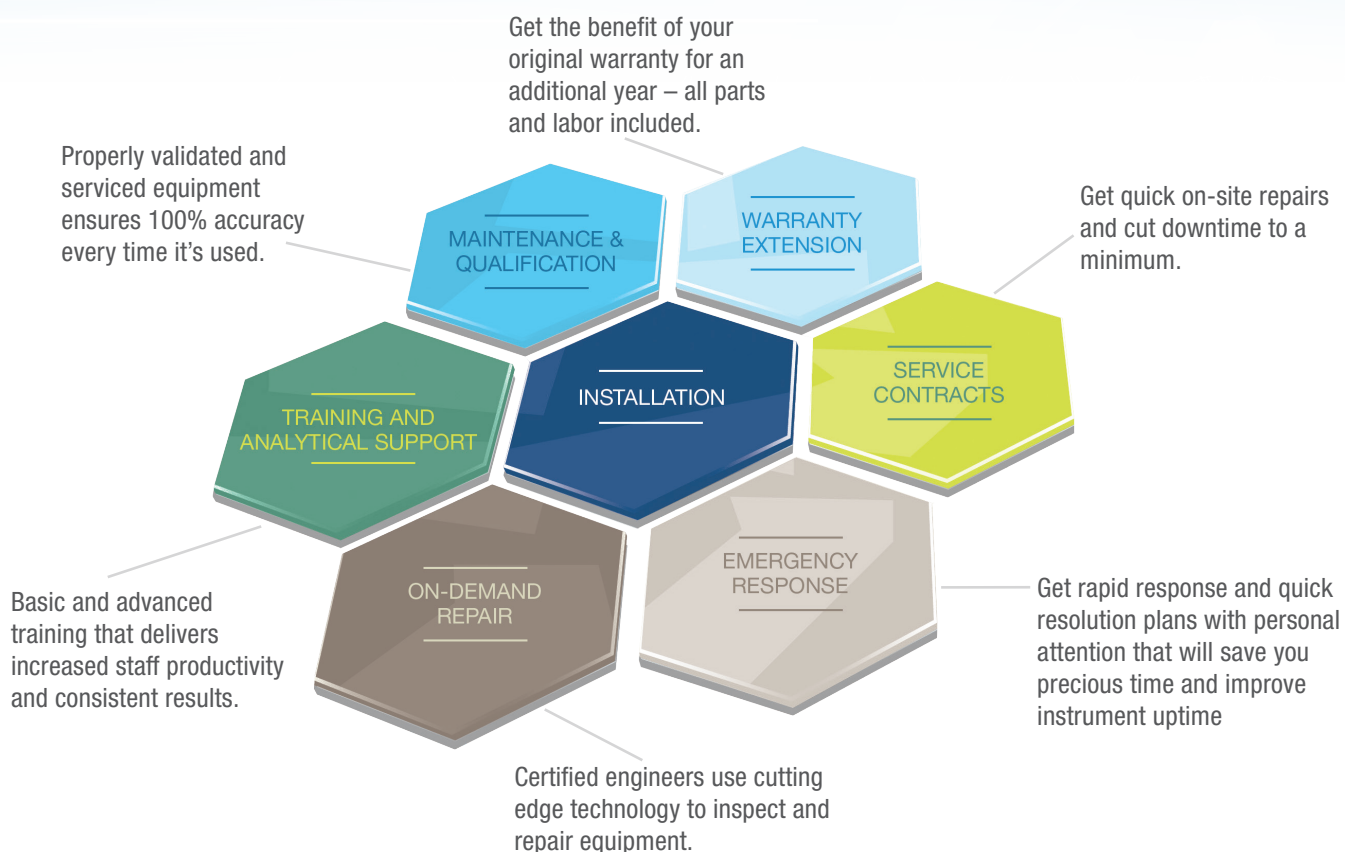
Training and Analytical Support

Your staff needs adequate knowledge and skills to operate instruments properly and get reliable results. Over our many years of experience, we've developed first-rate user training methods to help ensure that your staff achieves accurate results and consistent quality when using Thermo Scientific™ OES, XRF, XRD and automated instruments.

- Instrument training days or training-center-based application training for solid theoretical knowledge and practical experience on the instrument and analysis.
- On-site or in-school trainings are available.
- Analytical support can be provided as a service at the customer site by a factory specialist or by a certified Field Service Engineer.



The service solutions



Benefits of our service solutions:

- ▶ Increase productivity and sample throughput
- ▶ Maximize resources from our diverse service solutions
- ▶ Boost uptime thanks to quick resolution plan
- ▶ Drive decisions and maximize instrument performance
- ▶ Reduce costs with increased production capability

Learn more at thermofisher.com/bea-services

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