

## Service plans

# Cross belt analyzer instruments

## Service solutions designed to optimize instrument performance

Thermo Fisher Scientific offers complete services and support for your instrument with access to a global network of technical support, factory-certified engineers, consultants, and industry professionals. Our highly experienced service team collaborates with you to support your business goals and requirements. In addition, partnering with us simplifies the maintenance of your instrument and controls service costs.

We work with you to develop a proactive maintenance strategy that maximizes your investment with regular visits to ensure your instrument performs as designed. The approach selected to maintain your instrument is essential for productivity while maintaining high-quality standards.

## How does a service plan benefit you?

A service plan is designed to proactively manage the health of your sampling and analysis equipment and allows for planning and managing yearly service expenditures. Customers who partner with us for their service needs have access to our highest level of support **and** are investing in the longevity of their instrument.



■ The accuracy and repeatability performance of your instrument is our top priority, allowing you to focus on your production goals.

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# Exclusive advantages of a service plan

Your loyalty is always rewarded! When you grant us the right to help you keep your instrument at top efficiency, we will repay the favor with our commitment to provide you with preferential treatment. Be it maintenance, inspections, additional parts, application support, or software and system upgrades. We are in it for the long haul, together with you.



## Radiation services

We team up with your Radiation Safety Officer to keep your people and location safe. Our essential radiation services include radiation inspections (leak checks), source installation, source removal & disposal, repairs, and assistance with documentation according to local regulations. We can also optimize and level-load your budget by including radiation sources in your agreement and spread the investment over time.



## Preventive maintenance

Protect your instrument with regular, scheduled care to maintain optimal system performance and reduce operating costs. During a preventive maintenance visit, a field service engineer will review, inspect, and test the system, complete safety checks, replace worn or damaged parts, perform corrective maintenance, and backup system software. Our experts also dedicate extra time to training the instrument operator to help you be as self-sufficient as you want and increase the efficiency of remote support between visits.



## Calibration services

Ensure repeatable results with calibration services, including a periodic review of analyzer accuracy using customer-provided samples, regression, review of calibration equations, and consultation with the instrument operator when applying new equations, if applicable.



## Audit and consultancy

A system audit visit is an on-site service provided by a highly knowledgeable application engineer (AE) who will conduct a detailed system performance analysis, create a plan for process optimization, and take any corrective or adaptive actions as necessary to achieve the best measurement accuracy.

Our remote accuracy check helps you sustain an optimal performance level between the system audit visits. We work together to gather the necessary data from the instrument to analyze the data, schedule reviews of the results, recommend adjustments, and address any concerns or questions.



# Key benefits

- Ensure maximum uptime by preventing failures before they occur
- Keep analysis & sampling equipment in optimal operating condition
- Optimize closed-loop process control for improved quality and efficiency



## Remote support

Our experienced global Technical Support team is available to provide troubleshooting assistance and regular monitoring services. In addition, the team can access key performance indicators and diagnostics using a secure remote connection to the system.



## Certified parts

We only use original manufacturers' certified parts to operate your system at maximum productivity. All our parts are guaranteed to perform to our instruments' rigorous design specifications. Using manufacturer-approved parts eliminates the risk of increased cost resulting from unnecessary wear & tear and instrument downtime.



## Priority response time

Skip the queue and get priority in resolving any issue. Our team is committed to providing the fastest response time possible. In addition, if a problem cannot be resolved remotely, our service plan customers can access priority onsite support.



## Predictable service budget

With different service plans available, you can find the desired balance of budget predictability and retain control of services spend over the years to come. On top of Preventive Maintenance and Technical Support we can cover you for unlimited emergency on-site support, spare parts or even radiation sources. Our Service Plans are the best solution to reduce the unexpected expenses and unnecessary peaks in your budget to the minimum.

# Service solutions

## Premium

Top priority support with 24/7 assistance and spare parts coverage. Ideal for ensuring highest levels of accuracy and reliability using a predictable services budget.

## Advanced

Designed for better instrument optimization and reduced risk through emergency services.

## Preventive

Support uptime with regular preventive maintenance and unlimited technical support.

Preventive services			
Preventive maintenance (PM)	✓	✓	✓
Radiation inspection <sup>1,5</sup>	✓	✓	✓
Optimization & performance check <sup>1</sup>	✓	✓	✓
Static calibration <sup>2</sup>	✓	✓	10% off
Dynamic calibration support <sup>2</sup>	✓	✓	10% off
Operator training <sup>3</sup>	✓	✓	✓
Radiation services			
Radiation source	10% off (Option to include)	10% off (Option to include)	5% off
Neutron generator repair <sup>6</sup>	10% off	10% off	5% off
Installation and removal of radiation source <sup>1,6</sup>	✓	✓	✓
Disposal of the radiation source	Option	Option	Option
Corrective maintenance and instrument optimization			
Remote technical support <sup>5</sup>	24/7	Business hours (Option-24/7)	Business hours
Targeted onsite response <sup>4</sup>	Top priority	High priority	Priority
Labor & travel	✓	✓	10% off
Spare parts	✓	10% off	10% off
System audit & consultancy	Option	Option	Option
Additional on-site application support	10% off	10% off	—
Software upgrades	✓	✓	—
System upgrades	10% off	10% off	—

<sup>1</sup> During PM only • <sup>2</sup> Conditions apply • <sup>3</sup> Up to 8 hours per year during scheduled site visits • <sup>4</sup> Actual targeted response time varies by region • <sup>5</sup> Availability may vary by region • <sup>6</sup> If applicable to the customer's equipment

Contact a Thermo Fisher Scientific representative today to discuss a service plan and how it fits your unique requirements.

 Learn more at [thermofisher.com/processanalyzerservices](https://thermofisher.com/processanalyzerservices)

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