

Confidence. Convenience

flexibility



Ensure your instruments
operate at optimum
efficiency & eliminate the
uncontrollable costs of
unplanned maintenance
and repairs.

Our Essential Support Plans give you confidence that your instruments will continually operate at optimum efficiency. You will appreciate having the priority attention of our expert engineers, whose main goal is to prevent disruptions and keep your business operating efficiently. Eliminate the uncontrollable costs of unplanned maintenance and repairs.

Why choose us?

- One service number linking you to 80+ service engineers, administrators and management with collective experience of over 650 years
- Fast response to emergency downtime situations
- Dedicated service teams located in Melbourne, Sydney, Queensland and Western Australia
- Spare parts distributed through our global network of self manufactured products and supplier partners
- Factory trained service engineers who have the constant support from our extensive global reach and supplier partner portfolio

ThermoFisher
S C I E N T I F I C

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Essential Support Plans

Our *Essential Support Plans* are designed to benefit our customers with priority response, preventive maintenance & continuous support. Our plans provide flexibility to include or exclude costs to meet your operational or financial needs (e.g. travel expenses, labour and replacement parts can be included or excluded from any agreement). We take the guesswork and needless expense out of your service budget by making sure your instrumentation is always functioning efficiently, is up to date with software updates and replacement parts are available when they are needed.

Thermo Fisher offer two specific levels of support within our Essential Support Plan Range:

Comprehensive Support Plan

Designed for customers with continuous operations that deliver an essential blend of hardware and software support to help optimise productivity.

Proactive Service Plan

Ideal for customers who utilise internal maintenance resources and are seeking to incorporate predictive and preventative measures to avoid instrument downtime and eliminate issues before they arise.

Fee for service

Utilise our fee for service option

Establishment fees for metro areas are as follows;

| Instrument Category | Establishment Fee | Call out hourly rate | Travel per hour |
|--------------------------|-------------------|----------------------|-----------------|
| Analytical Instruments | \$420 | \$260 | \$160 |
| Thermo Scientific Dionex | \$400 | \$240 | \$160 |
| Laboratory Equipment | \$360 | \$200 | \$160 |
| Life Science | \$400 | \$200 | \$160 |
| Clinical Diagnostics | \$400 | \$240 | \$160 |
| Anatomical Pathology | \$400 | \$240 | \$160 |
| Water Technologies | \$340 | \$180 | \$160 |
| Gas Technologies | \$250 | \$140 | \$140 |
| Industrial Process | \$340 | \$180 | \$160 |

Please note, return travel to an existing fault will not be charged

For more information visit: www.thermofisher.com.au/service

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Australia

www.thermofisher.com.au

For Customer Service, call 1300-735-292

For Service & Calibration, call 1300-736-767

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The world leader in serving science