

Service packages for rheometers, viscometers, mixers and extruders



All-you-need service packages for Thermo Scientific viscometers, rheometers, torque rheometers, mixers and extruders

Our customer-centered service offering is available in your choice of modular packages to cover every type of service level you prefer: installation, inspection, validation, repairs, maintenance, and training.

Request a customized service plan by:

- 1 Selecting and combining only the service packages you need
- 2 Adding packages whenever you are ready, e.g., at the time of purchase, during the warranty period, or after the warranty period has ended



Installation (standard) package

With this service package, you'll know everything was done right from the start. Our experts will install the equipment at your site so it operates correctly. They'll visually inspect the unit, conduct testing, provide operating instructions, and ensure the unit is optimized for your production process. After completion of this service package, you'll receive an installation certificate so you know what procedures were conducted. All labor and local travel costs* are included.

For customers who require IQ/OQ support, we also make sure your equipment is validated for GMP compliance. The installation can be extended with instrument training for your employees on-site. For more information, see the "training package."



Training package

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™ viscometers, rheometers, torque rheometers, mixers and extruders.

With our instrument training days or training-center-based application training, employees receive solid theoretical knowledge surrounding the instrument and analysis. By completing these well-rounded training programs, staff will be better equipped to meet objectives and deadlines, and produce reliable results.



Warranty extension package

Extending your warranty for an additional year makes good business sense. You continue to get the same benefits as the original warranty – all parts and labor are covered. After the extended warranty expires, other service packages are available for continued product support, and we 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 product excellence.

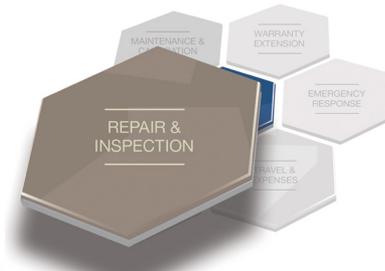


Maintenance and calibration package and “emergency response” option

This package guarantees our rheometers, viscometers, laboratory mixers and extruders meet validation and standardization requirements such as ISO 9001, DIN, CE, etc. For example, replacing O-ring sealings or similar small parts is included with this package as are local travel costs.*

This package can be requested as a one-time maintenance and calibration service.

One-year contracts and self-renewing contracts for this package include the added benefit of an emergency response feature. Emergency response provides priority phone support, shorter response times and, for certain types of instruments, a loaner instrument to minimize downtime due to instrument maintenance.



Repair and inspection package

We manufacture equipment to the highest quality standards, but should an unexpected repair event occur, the basic plan covers all services and local travel costs.*

Certified service engineers from Thermo Fisher Scientific will perform the repairs and ensure the results meet internationally recognized standards. With assistance from state-of-the-art software, our experts can more rapidly analyze problems and determine solutions.

If you just want assurance that your equipment is functioning correctly, this repair and inspection package is the right choice.

Need loaner units while we do the repair? We can incorporate them into your plan.



Travel and expense flat rates option

We offer an option to get international travel and expenses at flat rates to keep our service experts close at hand for repair and calibration needs. Because travel is priced at a flat rate, the service is more economical, and you can better estimate annual service costs.

* Local travel costs are limited to North America, the United Kingdom and the countries of Austria, Belgium, France, Germany, Luxemburg, the Netherlands, China, Japan, and India. All other countries require the travel and expense flat rates option to cover international travel costs.



The service package solution



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Contact our service experts to design your service package at

thermofisher.com/mc-services.

See rheology and extrusion solutions for material characterization at

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