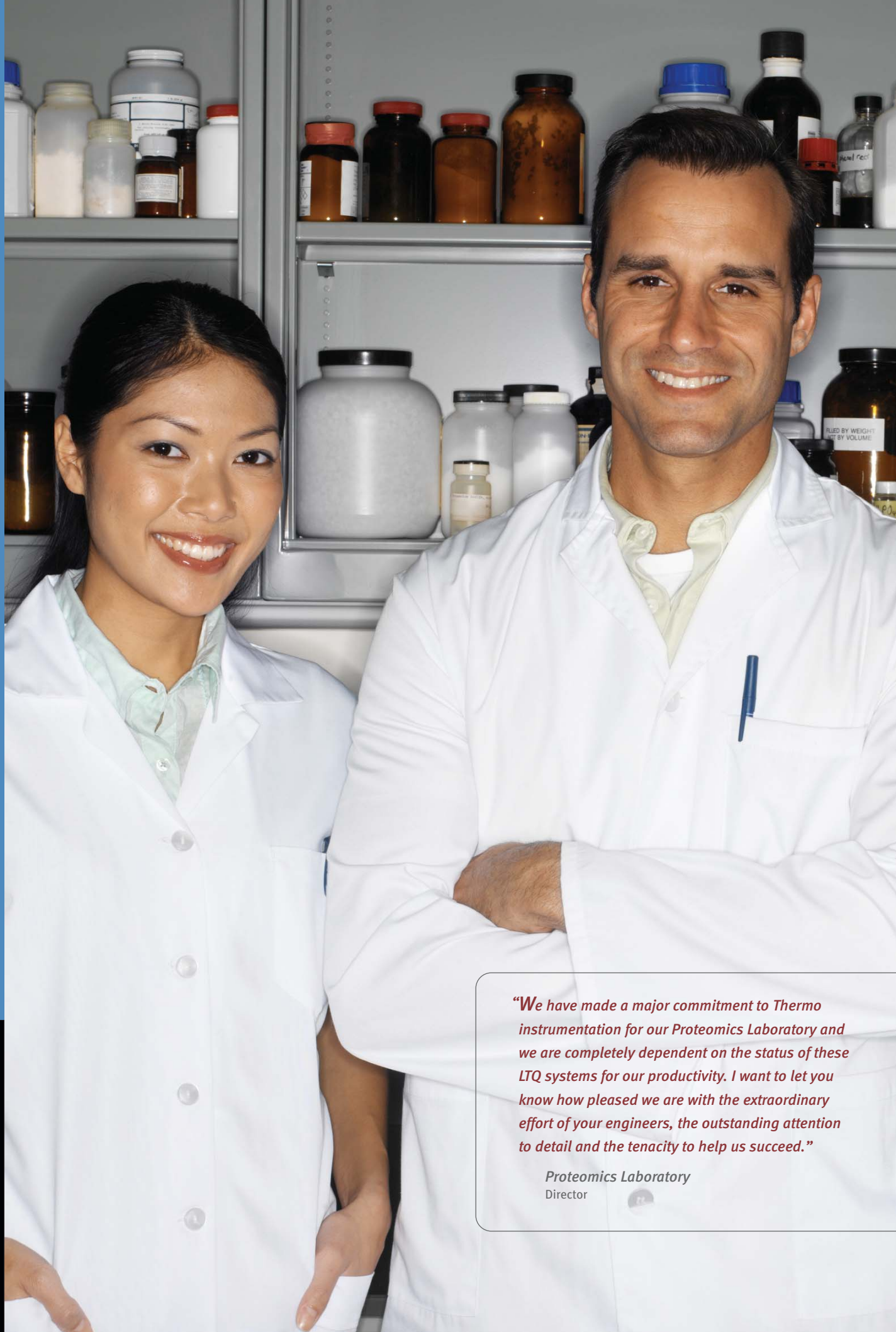


Support Plans



Support Plans Tailored to Help You

- Improve productivity and quality
- Increase production uptime
- Extend instrument lifetime
- Lower overall cost-of-ownership
- Keep instruments up-to-date



"We have made a major commitment to Thermo instrumentation for our Proteomics Laboratory and we are completely dependent on the status of these LTQ systems for our productivity. I want to let you know how pleased we are with the extraordinary effort of your engineers, the outstanding attention to detail and the tenacity to help us succeed."

*Proteomics Laboratory
Director*

Proactively Improve Your Lab Efficiency...

and lower your cost of instrument ownership by implementing a proactive maintenance strategy.

Strategy is Key

We understand the challenges you face today: increasing productivity and reducing costs, while achieving better results in less time. The strategy selected to maintain your laboratory instrumentation plays a key role in determining the productivity of your lab, the long term performance of your instrumentation, and the total cost of instrument ownership. The selection process typically revolves around two prevalent choices:

- Reactive Maintenance Strategy (Time & Material)
- Proactive Maintenance Strategy (Support Plan Coverage)



Making an Informed Decision

The basis of a reactive maintenance strategy is to only pay for service after an instrument has failed or has significantly declined in performance. Since Thermo instruments are the most reliable in the industry, this strategy may appear to be an ideal way to reduce operating expenses. However, simply reacting to problems will actually prove costly over time since there is no effort to prevent future problems, optimize instrument performance, or help your operators get better results.

The core concept of a proactive maintenance strategy is to predict and prevent problems before they occur in order to maximize instrument availability and overall laboratory productivity. The maintenance activity is planned in advance and ensures that your instruments are performing optimally, are running with the latest software advancements, and provides operators with assistance needed to stay consistent and productive.

A Thermo Support Plan that includes priority preventive care as an integral part of your maintenance strategy will help you increase overall lab productivity, extend the life of your instrumentation, lower your total cost of ownership, and control your annual maintenance costs.

Proactive Maintenance Building Blocks

When you buy a Thermo product, you gain a partner that is committed to your long term success. We understand that every issue is important and our response will influence the productivity of your lab.

Whether it is a hardware issue or a critical application question, our highly experienced engineers will provide rapid response and personal attention that will save you precious time and improve instrument uptime.

Optimum Instruments and Proficient Operators


We take the guesswork and needless expense out of your operations budget by making sure your instruments and processes are up-to-date, your operators are proficient, and you get the factory-certified replacement parts when you need them. You will have confidence that your Thermo instruments will continually operate at optimum efficiency and your operators will have the ability to take full advantage of latest software advancements.

Predictive and Preventive Maintenance

Our planned maintenance program provides the preventive and predictive measures required to eliminate issues before they arise, ensures that your instrumentation operates according to specifications, and delivers the reliable data you expect. At your convenience, a factory-certified and highly experienced engineer will follow dedicated procedures tailored for each instrument to proactively replace common wear items, fine tune critical components, optimize instrument performance, diagnose impending problems, and implement corrective actions to avoid future failure.

“The ease with which our Field Service Engineer solved our analytical issue impressed me; the knowledge and professional expertise allowed me to feel confident that the solution would work.”

Metals Laboratory
Supervisor



“Our engineer understands that our work depends much on a sensitive instrument that produces reproducible results...Not every company has a local representative to come fast to the rescue.”

Government Institution
Staff Scientist

Proactive Support Plan

Instrument Usage Rate: Low

This plan is ideal for customers that utilize internal maintenance resources and are seeking to infuse predictive and proactive measures to help increase uptime and eliminate issues before they arise.

You will have peace of mind with the backing of industry experts and the convenience of priority electronic or telephone support as often as you need it, and your instruments will remain current with the latest software advancements.

- Planned Preventive Maintenance Visit(s)
- Engineer Labor and Travel Charges Included with Preventive Maintenance
- Priority Status for Technical Support
- Software Updates and Notifications

...main reason we are a loyal customer is that you are outstanding at maintaining our instruments. Your engineers are outstanding at maintaining our instruments, answering our technical questions, and providing us with the latest information on how to better run our instruments. The time and the occasional issues that arise are working well let us know that you are being used by your company.”

“Our FSE arrived and immediately sized up the problem with our TRACE GC/MS. His thorough, careful, troubleshooting technique immediately inspired the confidence of our technologists. Granted, he has been our primary on site Thermo technician since we received our first GC/MS some five years ago, still, his competence and understanding of the diagnostics of the instrument was commented upon by one of my new GC/MS techs.”

Toxicology Department
Technical Manager

Coverage

Laboratory Solutions Backed by Worldwide Service and Support

Thermo Electron is the world leader in analytical instruments complemented by the most comprehensive services portfolio in the industry. Our instrument solutions enable our customers to make the world a healthier, cleaner, and safer place. Thermo's Life and Laboratory Sciences business provides analytical instruments, scientific equipment, and software solutions for life science, drug discovery, clinical, environmental, and industrial laboratories. Thermo Laboratory Services offers a unique combination of regulatory and applications consulting, asset management, product support services, educational services, and extensive aftermarket accessories and consumables. Based near Boston, Massachusetts, Thermo has revenues of more than \$2 billion, and employs approximately 10,000 people in 30 countries. For more information, visit www.thermo.com.

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BR50878_E 5/05M

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