

Specification Sheet

Highest-priority, fastest service to maximize uptime from day one

Imagine a lab where instruments are always up and running, testing is uninterrupted, and precious samples are conserved. This can be your lab, where employees can perform their roles with ease and they can meet the tightest deadlines.

Mitigate any downtime risk during your factory warranty period with Unity™ Lab Services Premier Warranty—our highest-priority service with our fastest response—starting as soon as your instrument is installed. The Premier Warranty lifts the service level above the existing factory warranty to maximize your uptime.

A warranty uplift option that keeps critical operations running smoothly

The Premier Warranty is available for mass spectrometry, chromatography, trace elemental, sample preparation, and discrete industrial analyzer instruments.

Highest priority, fastest response

Choose the **Premier Warranty** when your critical operations can't risk downtime

Our best service starting on day one

Specifications	Premier Warranty
On-site corrective services	
Highest-priority on-site response time target	2 business days ¹
On-site corrective maintenance (Includes factory-certified parts, labor, and travel)	●
Corrective maintenance during qualification services visit, if applicable	●
Replacement of malfunctioning computers purchased from Thermo Fisher Scientific and required for operation of the instrument	●
Industry-exclusive requalification (RQ) included free of charge during corrective maintenance if IQ/OQ or OQ was added to service plan	●
Preventive maintenance services	
Pre-scheduled, on-site preventive maintenance (PM) and PM parts kit (1/system/year)	●
Instrument control software and firmware updates during preventive maintenance upon request ²	●
Digital remote support, diagnostic, and corrective services	
Remote diagnosis and repair	Highest priority
Unlimited access to remote support engineers through secure remote desktop control and augmented reality (AR) tools	●
Value-added services	
Semi-annual service history and site management reviews	●
Highest-priority technical support with targeted immediate phone response ³	●
10% discount on training courses (where available, upon request)	●
10% discount on other parts, accessories, and consumable unrelated to corrective maintenance (upon request)	●

Compare to factory warranty
Priority over billable
●
●
●
Full charges apply
Full charges apply
Full charges apply
●
●
Not available
Not available
Not available
Not available

Optional services available for purchase	Benefit of Premier Warranty
Operational qualification (OQ)	Includes requalification (RQ)
Additional preventive maintenance (PM)	Discounted

Compare to factory warranty
Full charges apply
Full charges apply

Elevate your factory warranty experience

The Premier Warranty lifts your service level above the factory warranty with these features:

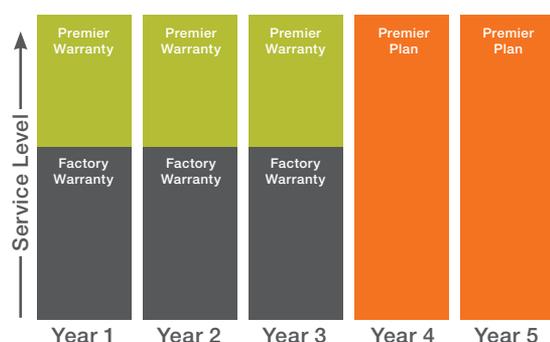
- Fastest, highest-priority, two-business-day response time
- A proactive preventive maintenance (PM) visit, plus PM parts kit
- Semi-annual service history and site management reviews
- 10% discounts on training, parts, accessories, and consumables



Lock in our best service for years to come with a multi-year service agreement

Premier services are available throughout your instrument lifecycle to ensure consistent delivery of critical response with known, up-front costs over the contract term. To receive our highest priority, comprehensive service immediately upon installation, elevate your service to the Premier Warranty to complement the traditional factory warranty. Lock in today's price and avoid annual price increases for years to come with a multi-year agreement, transitioning to the Premier Plan once your warranty ends.

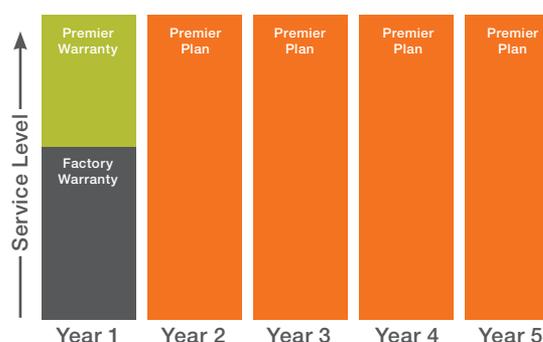
TSQ Altis Triple Quad Mass Spectrometer



Example Scenario 1: Customer who bought TSQ Altis instrument purchased the Premier Warranty uplift in years 1–3 during the factory warranty period and the Premier Plan for 2 subsequent years (total 5 years).

Note: The length of the Premier Warranty required will match the factory warranty of the instrument.

Aquion Ion Chromatography System



Example Scenario 2: Customer who bought Aquion IC instrument purchased the Premier Warranty uplift in year 1 during the factory warranty period and the Premier Plan for 4 subsequent years (total 5 years).

Compare service options in the years beyond the factory warranty

We understand that priorities and needs for service may change over time. The Premier Warranty followed with multiple years of the Premier service plan will ensure you maintain the highest-priority, fastest response throughout your instrument lifecycle. In case your needs do change, compare service options available for years beyond the factory warranty.

Features	Basic extended warranty	Extended warranty	Premier plan	Benefits
Priority, on-site response target for corrective services	3 business days	3 business days	2 business days	Target timeline expedites corrective maintenance and maximizes instrument availability
Semi-annual service history and site management reviews	✗	✗	✓	Instrument utilization and health reports improve future performance and productivity
Annual preventive maintenance, including PM kit	✗	✓	✓	Proactively maintains instrument to boost uptime
Enhanced technical support with remote support and resolution	✓	✓	✓	Priority response with more than 35% remote resolution reduces instrument downtime with faster diagnosis and first-time fix rates
Corrective maintenance, including parts, labor, and travel	✓	✓	✓	Reduces repair costs and enables more predictive budgeting
10% discount on additional parts, consumables, and accessories	✓	✓	✓	Reduces costs for necessary instrument products
10% discount on training	✓	✓	✓	Reduces costs to teach employees about techniques, instruments, software, or applications

The Unity Lab Services Advantage

Unity Lab Services provides superior service and support that gets you up and running faster.



Service and support excellence

- Faster path to resolution — **50%** faster response time and **30%** reduction in downtime with a service plan
- Instrument issues are resolved remotely **35%** of the time
- Digital remote support capabilities help diagnose, repair, and increase first-time fixes
- Proactive preventive maintenance visits increase instrument uptime



OEM technical expertise

- Unparalleled knowledge and service expertise
- Direct access to more than **2,000** highly experienced factory-certified engineers with an average of 18 years of experience maintaining scientific instruments
- High-quality OEM factory-certified parts



Proven track record

- Over **50** years serving science, delivering seamless service commitments and improving overall service experiences
- Preferred asset management advisor and trusted partner, improving lab operations
- One of the broadest and most comprehensive sets of service solutions in the industry



Global reach

- Consistent global execution with service professionals located strategically across the globe in **23** countries
- Committed to providing the fastest response possible, increasing lab productivity and uptime

Learn more about the Premier service plan at unitylabservices.com/premierserviceplan.

* The Premier Warranty may not be available in all locations. Please contact your Unity Lab Services sales representative for availability and more details.

† Highest priority, two-business-day response times apply to corrective maintenance repairs. Preventive maintenance events are pre-scheduled in advance and upon request.

‡ Upgrades to new versions of software not included.

§ Monday through Friday during standard business hours.