Supplementary Terms and Conditions

Unity Lab Services Requalification Guarantee

Should your Thermo Scientific instrument or laboratory equipment require a repair while under a qualifying Unity™ Lab Services instrument service plan or warranty, we will requalify the repaired instrument or equipment at no additional cost. This guarantee does not cover optional repairs, relocations, consumables, or situations where a qualification test is interrupted due to customer intervention, power loss, or other situation out of the control of a factory-qualified field service engineer. Additional terms and conditions apply. All terms and conditions of service contract and factory warranty apply.

Additional Terms and Conditions
Terms and conditions apply to Thermo Scientific analytical instruments, including mass spectrometry (LSMS, IOMS), chromatography (GC/GCMS, HPLC, IC/SP), trace elemental (ICPMS, ICPOES, AA), molecular spectroscopy, sample preparation, and discrete industrial analyzer (DIA) instruments where the operational qualification (OQ) has been 'added on' to a basic or extended warranty, or service plan. Operational qualifications purchased as a billable service or under factory warranty do not qualify for the no-cost requalification (RQ) and can be purchased a-la-carte at list price. Third-party instruments under Unity Lab Services contract or engagements do not qualify for the no-charge requalification guarantee.

For Thermo Scientific laboratory equipment (centrifuges, cold storage equipment, incubators, shakers, and remote monitoring sensors) under a Total Care Service Support Plan, the requalification guarantee is applicable for the duration of the active contract period. For Thermo Scientific laboratory equipment under original product warranty, the no-charge requalification is valid for up to two years following the original qualification service event. Third-party instruments under Unity Lab Services contract or engagements do not qualify for the no-charge requalification guarantee.

Find out more at
unitylabservices/terms-and-conditions