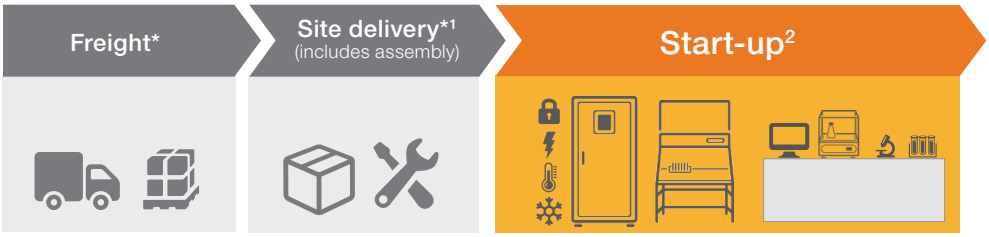
unity lab services

Services and support

Start-up service for laboratory equipment

Improve productivity, minimize risk, and reduce the cost of your lab equipment operations with our extensive equipment and support services



* Sold separately.

- Check for potential damage incurred during freight and site delivery[3]
- Ensure proper initial operation for warranty requirements
- Inform operators about operating, cleaning, and maintenance

Why is start-up important?

Start-up[2] is the first and most important step after your equipment is assembled at its final location. Thermo Fisher Scientific's very own certified field services network can provide peace of mind as you get started with your new equipment.

What is done during start-up?

- Check for proper clearances from obstacles, walls, other equipment, doorways, windows, air vents, and source of excessive light, heat, and air flow
- Check that the equipment has been handled and set up in its final operating location by third parties as per the user manual[1]
- Stabilize, balance, anchor, make connections to pre-installed wall mounts (excluding seismic anchors) with the appropriate hardware[4]
- Ground and connect to the proper power supply and other equipment via proper connections
- Connect[4] to proper flammable and pressured gas sources, tanks, water source, with proper fittings,[2] lines, tubing, and other hardware
- Execute manufacturer's user manual instructions[4]
- Connect factory-installed safety devices such as alarms and back-up systems
- Ensure that keypad, controls, service menu, and user interface are working
- Explain operating, maintenance, and cleaning requirements and procedures
- Explain warranty and service plan options and entitlements
- Review annual preventative maintenance purchase options and schedule them appropriately

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Ordering information

Equipment	Equipment detail	Service	Cat. No.
Biosafety cabinets[3]	Without prefilter	Start-up	17869592
	With prefilter or laminar flow hood	Start-up	17879592
	All	Certification[5]	17889602
	BSCs with cabinet length of 1.5 meters or narrower	KI-DISCUS™ test[5]	17879602
	BSCs with cabinet length of 1.8 meters or wider	KI-DISCUS test[5]	17899602
Dual-unit CO_2 incubators[3]	Covers both units	Start-up	17849592
Ultralow-temperature and high-performance lab refrigerators and freezers	ULT freezer, high-performance refrigerator/freezer	Start-up	17889592
LN_2, cryogenic, and sample prep systems	Thermo Scientific™ CryoExtra™, CryoPlus™, and CryoMed™ storage systems	Start-up	17809602
Autoclaves and sterilizers	Autoclaves and sterilizers	Start-up	17829602
Single-module water purification[4]	Single-module water purification equipment	Start-up	17819602
Multimodule water purification[4]	Multimodule water purification equipment	Start-up	17849602
Single-unit CO_2 incubators and various controlled environments	Single-unit CO_2 incubator, environmental chamber, vacuum oven, furnace	Start-up	17899592
Stackable shakers[3]	Covers both units	Start-up	17859592
Complex centrifuges[6]	Floor-model/standing centrifuges (except continuous-flow Thermo Scientific™ Sorvall™ CC40NX centrifuges); Thermo Scientific™ SpeedVac™ kits (modular kits only)	Start-up	17869602
Benchtop instruments	Microbiological incubators, nonvacuum ovens, nonstackable shakers, benchtop centrifuges, SpeedVac kits (individual modules and integrated kits only)	Start-up	17839602
Large/complex custom start-up[7]	>$50K equipment with large/custom/multiple modules	Start-up	17859602

Important notes:

1. Site delivery includes uncrating and removal of packaging, transfer to final operating location, assembly (stands, stacking mechanisms), hoisting of equipment onto counter tops and stands, and stacking (for stacked shakers and dual incubators). Customer has limited time to make a claim involving changes related to freight and site delivery.
2. Start-up does not include calibration, certification, or qualification of the equipment (all Thermo Fisher Scientific laboratory equipment is tested for compliance to factory specifications and regulatory requirements prior to shipment from factory). Additional regulatory compliance services such as calibration, installation, and operational qualification (IQ/OQ) are available to ensure that your equipment meets your specific regulatory requirement. Please ask your Thermo Fisher sales representative for further information. Start-up services must be performed prior to execution of any compliance services.
3. Start-up requires that the site delivery is already performed for equipment and its accessories (removed from its packaging, moved to final operating location, assembled, and stacked). Please ask your Thermo Fisher representative for further information if you will need site delivery service.
4. It is the customer's responsibility to make sure site-specific modifications (i.e., water ¾-inch garden hose fitting, CO_2 and LN_2 regulators, barbed ¼-inch fittings, installation of necessary wall mounts/anchors, or any other changes involving the facility) are completed prior to start-up; please refer to applicable pre-start-up checklist.
5. Certification ensures that the equipment meets country-specific requirements. The KI-DISCUS test is an additional test (required in the UK and Ireland, optional for the rest of Europe).
6. Start-up service is required for floor-model centrifuges for warranty and safety reasons; it is optional for modular SpeedVac kits but still strongly recommended.
7. Scope and pricing to be negotiated based on the specific customer requirements and the number of trips required to complete the installation.

Learn more at **eu.fishersci.com/go/unitylabservices**

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