



# Manage your instrument use and care online

Whether you are responsible for one instrument or hundreds of instruments, Instrument Management enables you to easily manage your instrument use and care online:

- View your complete instrument service history and obtain field service reports
- Request service or service contract quotes online
- Monitor warranty or service contract status
- View a summary of all instrument details

Find out more at [thermofisher.com/easiertomanage](http://thermofisher.com/easiertomanage)

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## Easier management of your instruments with 24/7 access to service history

From the first day your instrument was installed, all of your instrument service history is available. Easily view service order number, visit type, date information, and a brief description of the service call. If you need a copy of the field service report, simply click on the "request" link to obtain a copy of the report.

Service Order	Type	Status	Date Created	Date Closed	Description	Request FSR
310793059	Repair	closed	2/16/12	2/20/12	block bar is stripped	<a href="#">request</a>
310783791	Repair	open	12/21/11		error message run failed	
310764391	Planned Mainte...	closed	7/22/11	2/20/12	PM AB Assurance 1PM for m...	<a href="#">request</a>
310745353	Repair	closed	3/11/11	3/16/11	Door doesn't close .	<a href="#">request</a>
310740872	Repair	closed	2/8/11	3/1/11	computer has a virus	<a href="#">request</a>
310703195	Repair	closed	7/27/10	7/1/10	making a funny noise	<a href="#">request</a>
310702186	Repair	closed	7/21/10	7/22/10	Loud noise (again)	<a href="#">request</a>

## Request service or service contract quotes online at your convenience

When you request service or service contract quotes from your instrument page, all of your instrument information and contact details are auto-populated, so you only need to provide a brief description of your needs and click "Submit".

**Request Service**

**Area of Inquiry**

\* What would you like to do?  
  **Time & Materials Services**

**Contact Information**

**Requester**  
Milke Smith

**Email Address**

**Company/Institution**

**Phone**

**Alt Phone**

**Department/Lab**

## Monitor warranty or service contract status with alerts

All of your warranty and service contract information, including when the contracts start and end, is available online. This feature also provides you with alerts when your warranties or contracts are close to expiring so that your coverage does not lapse.

**Service Agreement Status**

Warranty  Contract

Nickname	Serial No	Model No	Contract Name	# Days Remaining	2013
Daffy	100000036	370A/373A			
OpenCld	275012027	7500-FAST	AB Assura...	182	
Pluto	279000820	7900			
LEWIS	12758	480			
Goofy-oct9	1335-007	3100-16			
Daisy	1345-034	3130-16	AB Assura...	15	
Bambi	273003078	7300	AB Assura...	63	
SOS	279002606	7900	AB Assura...	278	
DONALD	9008860	381A/391			
Minnie	611113	34X			

Instrument: 275012027  
 Type: Contract  
 Start Date: 04/18/2012 00:00  
 End Date: 04/17/2013 00:00

## Summary list of all instrument details in one place

Keep track of all your instrument details, digitally and in one place. You can track model and serial numbers, instrument nicknames, computer details, and other internal tracking numbers used to manage your instrument use and care.

**Instruments**  Contracts  Planned Services  Training  Other Instruments  Scheduler

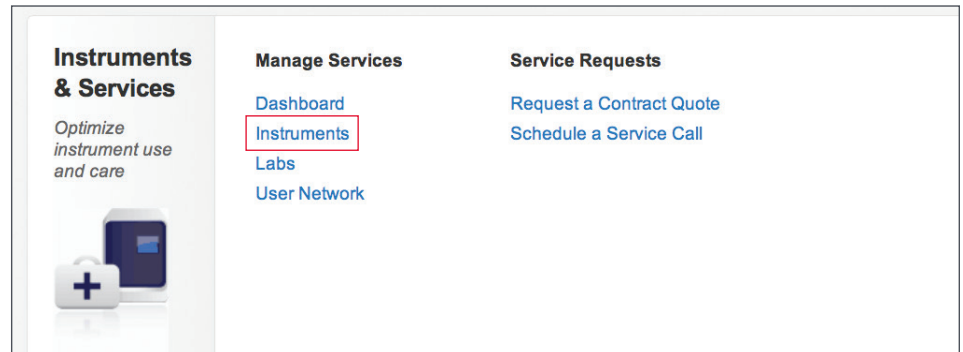
Serial No	Nickname	Model No	ID	OS	Computer Platform	Service Tag	Instrument Status	Edit
<input type="checkbox"/> 11C041903	Jessica	IONPGM	123456789	Windows XP	Jessica's ...		NOT CONNECTED Get Connected	<input type="button" value="edit"/>
<input type="checkbox"/> 278880483	SAM	VIA7	23948093	Windows7	Dell	Y8483T7833	Monitoring not a...	<input type="button" value="edit"/>
<input type="checkbox"/> 278880605	Marsha	VIA7	345345444	Windows XP	Dell	Y7323T6323	Monitoring not a...	<input type="button" value="edit"/>
<input type="checkbox"/> 1415-016	OpenPM	3730-96	OPM	Unix	IBM	IBM tag	Monitoring not a...	<input type="button" value="edit"/>
<input type="checkbox"/> 273000709	TEstingOct9	7300	43243234...	Win7	IBM/OCT9	OCT9123	Monitoring not a...	<input type="button" value="edit"/>
<input type="checkbox"/> 273000269	Jasmine-O...	7300	2324343423	Windows XP	Dell	W72934Q...	Monitoring not a...	<input type="button" value="edit"/>

# Get started using Instrument Management today

Follow this step-by-step guide on how to get Instrument Management configured for your individual or lab needs.

## Step 1:

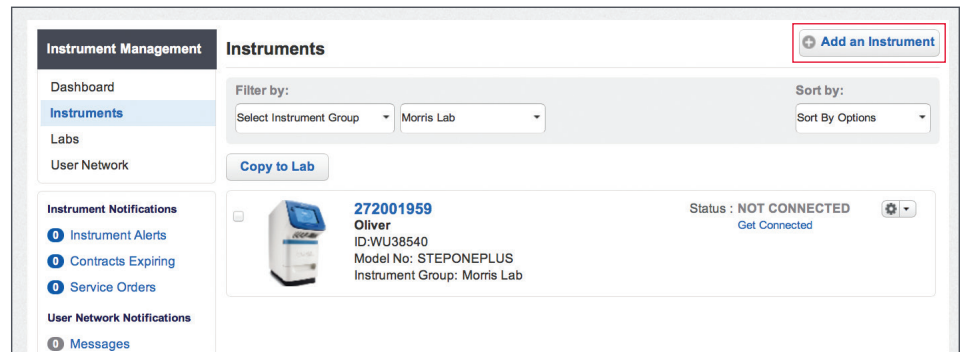
Sign in to your **thermofisher.com** account. Select “Instrument Management” from the “Your Account” drop-down menu. Click on “Instruments” or “Labs” within the Instruments & Services section.



## Step 2:

Click the “Add an Instrument” button.

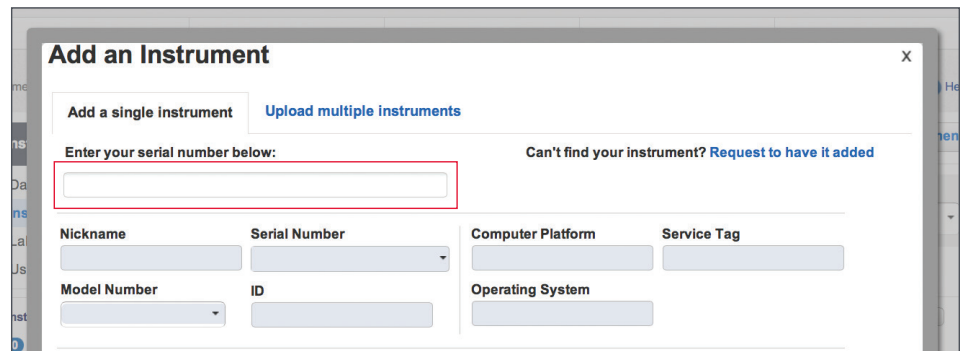
**Note:** If your “Add an Instrument” button or link is grayed out or inactive, please contact [instrumentservices@lifetech.com](mailto:instrumentservices@lifetech.com) immediately so we can activate your instrument and services information.



## Step 3:

Enter your instrument serial number into the text box. If you have multiple instruments to add, go to the “Upload multiple instruments” tab.

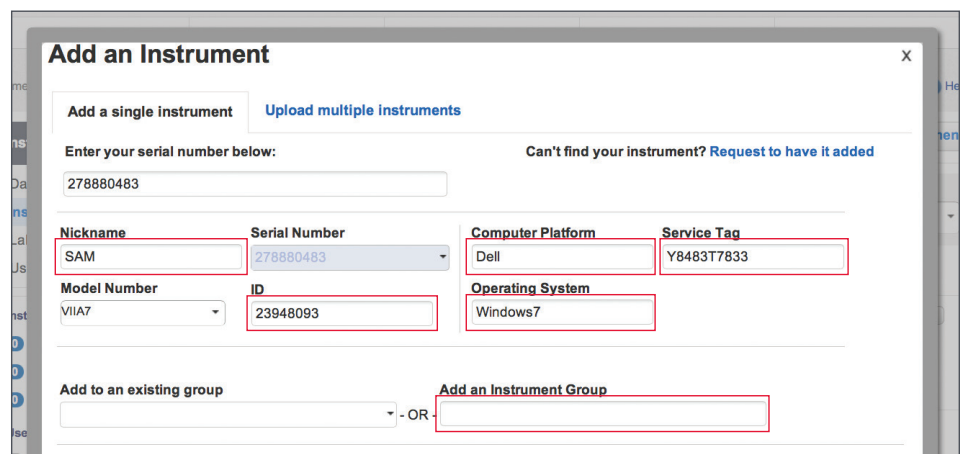
**Note:** If you cannot find your instrument, click “Request to have it added” and complete the form.



## Step 4 (optional):

Add instrument nickname, ID, computer details, and/or instrument group name to aid in sorting your instruments. Once the desired information is added, click “Submit”.

**Note:** Some boxes will be grayed out unless you have been designated as a Site Administrator or Lab Administrator.



# Additional functionality on Instrument Management to help you organize and communicate

## Administrator permissions

All users are automatically assigned “End User” status. If you would like Site Administrator or Lab Administrator functionality (see table on right), request access through the “User Preferences” link on the left-side navigation.

	Site Administrator	Lab Administrator	End User
Establish user roles	✓		
Add, edit, or remove instruments or contacts in “Labs”	✓	✓	
Create labs	✓	✓	
Add or edit instrument details	✓	✓	
Add, remove, and group instruments	✓	✓	✓

## Create a virtual lab

The Labs section is ideal for users who wish to utilize a shared view of instruments in their laboratory, and communicate with others within the laboratory about instrument use and care.

## Overview of Labs utilities

- Comprehensive tracking of warranties and service contracts of non-Thermo Fisher Scientific instruments
- Organization of training records for instruments (available in select countries)
- Instrument availability—online instrument scheduler reduces confusion and need for paper calendars

## Need help?

Video tutorials and FAQs are available via the “Help” link on the left-side navigation.

Our service team is happy to assist you with your questions. Please contact [instrumentservices@lifetech.com](mailto:instrumentservices@lifetech.com)

Find out more at [thermofisher.com/easiertomanage](http://thermofisher.com/easiertomanage)

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## Request service online

Request service or service contract quotes online at your convenience.

## Benefits of requesting service online

- Simple and easy—click on your instrument, describe your issue, and click “Send”; no more tracking down serial numbers, long emails, or phone calls
- No “lost in translation”—the description of your issue is sent directly to our service engineer team. No need to explain twice or details getting lost
- Efficient—requests are routed quickly to the best team to assist you
- Prioritized service—requests are prioritized over email requests

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