

Keep your teams moving forward. We've got your back.

Services for ULT freezers

Service and support

When you invest in Thermo Scientific™ ultra-low temperature (ULT) freezers, you not only benefit from top-quality product performance, but you can also enjoy peace of mind and maximum uptime with world-class service solutions provided by the Unity™ Lab Services team.

Your specific needs and expectations for a ULT freezer deserve a tailored approach to services. Our comprehensive service portfolio was designed to provide you with an ideal fit.

Start-up services

Start-up is the first and most important step after your equipment is assembled at its final location. Our very own certified field services network can provide confidence as you get started with your new equipment. Here's what we do during start-up:

- Check for proper clearances from obstacles, walls, other equipment, doorways, and windows
- Check for proper clearances from air vents and sources 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
- Connect to the proper power supply and other equipment via proper connections
- Execute manufacturer's user manual start-up and initial operation instructions
- Activate factory-installed safety devices, such as alarms and backup systems
- Ensure that controls, service menu, and user interface are working
- Explain operating, maintenance, and procedural cleaning requirements
- Explain warranty and service plan options and entitlements
- Review annual preventive maintenance purchase options and schedule them appropriately

With our start-up services, you can be sure you're set up for success from day one.





Service plans

Our equipment service plans are designed to help improve your productivity, increase uptime, maintain peak performance, and reduce your total cost of ownership. All service plan customers enjoy:

- Proactive, annual preventive maintenance visits that help extend the life of your equipment
- Unlimited, enhanced technical and digital remote support that enables faster diagnosis and remote resolution in up to 50% of cases
- Priority on-site response commitments that give customers a response two times faster compared to those without a plan

For labs requiring full repair coverage at the best value, we recommend our Total Care Warranty (an upgrade to the factory warranty) and Total Care service plan (post-warranty coverage). These plans include full repair coverage and our fastest on-site response commitment of 2 business days.

For labs on a limited budget, we recommend the Tech Direct service plan (post-warranty coverage). This plan includes repair coverage with a 15% discount on parts, labor, travel, and our fast on-site response commitment of 3 business days.

Service plan options at a glance

	Total Care warranty and Total Care service plan	Tech Direct service plan
Priority on-site response commitment*	2 business days	3 business days
On-site corrective maintenance	✓	15% discount
Corrective maintenance warranty	1 year	1 year
Enhanced technical and remote support	✓	✓
Prescheduled on-site preventive maintenance (PM) visit	✓	✓
Discount on compliance services	10% discount	10% discount

* Response time begins once a purchase order (PO) is received that is applicable in the US and Europe. Access restrictions to geographical location, building, or room may invalidate on-site response time commitment. Availability in the US is limited to selected locations (subject to change): Ann Arbor, MI; Atlanta, GA; Austin, TX; Baltimore, MD; Boston, MA; Chicago, IL; Cincinnati, OH; Cleveland, OH; Columbus, OH; Dallas, TX; Denver, CO; Des Moines, IA; Detroit, MI; El Paso, TX; Hartford, CT; Houston, TX; Indianapolis, IN; Jacksonville, FL; Kansas City, MO; Los Angeles and Orange County, CA; Madison, WI; Memphis, TN; Miami, FL; Minneapolis, MN; Nashville, TN; New Brunswick, NJ; New York, NY; Philadelphia, PA; Phoenix, AZ; Pittsburgh, PA; Portland, OR; Raleigh, NC; Richmond, VA; Rochester, NY; Salt Lake City, UT; San Antonio, TX; San Diego, CA; San Francisco and East Bay area, CA; Seattle, WA; St. Louis, MO; St. Paul, MN; Tampa, FL; and Washington, DC. Availability in Europe is limited to selected locations (subject to change). Please contact your sales representative for more information about services in your location.

Compliance services

Maintaining compliance with documented verification that your ULT freezers are installed and operating according to the manufacturer's intended use in regulated environments takes significant time and resources. Let our factory-trained, highly skilled field service engineers manage these tasks for you.

Our comprehensive and cost-effective suite of qualification, temperature mapping, and calibration services can increase your lab's performance and save you time by documenting system functionality and mitigating the risk of regulatory noncompliance. Qualification documents are available in English, French, and German. Programs can be customized to your specific needs, so the right audit-quality data will be ready for you to share with the appropriate regulatory bodies. We provide ISO 9001– and ISO/IEC 17025–accredited calibration and qualification* services to help meet all major regulatory guidelines, including Current Good Laboratory and Manufacturing Practice (GLP/CGMP).

In addition, we offer a no-charge requalification guarantee.** If a key component fails while under a qualifying service plan or warranty, we will requalify your equipment at no charge to ensure it maintains compliance.



* Start-up/installation of equipment is not included within our IQ services. Additional fees apply for inside delivery shipping method or for full installation and setup of equipment.

** Our no-charge requalification guarantee for laboratory equipment applies only to equipment under a qualifying Unity Lab Services equipment service plan or warranty and includes requalification on covered corrective maintenance repair at no additional charge. Terms and conditions apply.

Qualification service	Description
Installation qualification (IQ)	Documents and verifies that equipment is installed to manufacturer's recommendations and your lab's requirements. The records we produce are traceable and ready for you to demonstrate compliance.
Operation qualification (OQ)	Documents and verifies that equipment (as installed) is operating as intended to manufacturer's specifications. Our technical best practices help ensure that your equipment passes all qualification tests the first time, saving resources and maximizing uptime.
Temperature mapping (TM)	Documents and verifies that equipment is operating as intended to user specifications. Provides data measured at various locations, identifying temperature variations across the chamber space and at a single setpoint. Additional tests include door opening recovery and power failure backup. All tests are performed with the chamber empty or full.
Calibration	Provides periodic verification that equipment is producing accurate results within specified limits compared to traceable standards of measurement. We offer ISO 9001, ISO/IEC 17025, and other locally customized, certified services to meet your organization's quality requirements.

Ordering information

Start-up services

Service	Region	Cat. No.
Start-up	US and Europe	STARTULT

Service plans

Region	Factory warranty period	Post-warranty period	
	Total Care warranty Cat. No.	Tech Direct service plan Cat. No.	Total Care service plan Cat. No.
US	TCSWULT	TDSPULT	TCSPULT
Europe	TCWTYULT	TEDULT	TLCULT

Compliance services

Service	Region	Specification	Model coverage	Cat. No.
IQ/OQ	US and Europe	Blast freezer	XBF	IOQPCKE89003549
IQ/OQ + TM	US and Europe	First-generation touchscreen user interface ULTs	88000 series, HFUT, TSU, UxF, TSX (pre-2018)	IOPQPCKE50133189
IQ/OQ	US and Europe	First-generation touchscreen user interface ULTs	88000 series, HFUT, TSU, UxF, TSX (pre-2018)	IOQPCKE50133188
IQ/OQ + TM	US and Europe	TSX Core, TDE series ULTs	TSX Core, STP series ULTs, TDE	IOPQPCKE89003484
IQ/OQ	US and Europe	TSX Core, TDE series ULTs	TSX Core, STP series ULTs, TDE	IOQPCKE89003484
IQ/OQ + TM	US and Europe	TSX Universal series ULTs	TSX series (post-2018), advanced 89000 series, HLE, RLE, TLE	IOPQPCKE89003810
IQ/OQ	US and Europe	TSX Universal series ULTs	TSX series (post-2018), advanced 89000 series, HLE, RLE, TLE	IOQPCKE89003810
IQ/OQ + TM	US and Europe	ULT freezer –80°C and mechanical cryo without touchscreen	900 series, HFUB, HFC, TSC, TSE, ExF, CxF, ULT10140, and ULT7150	IOPQPCKE89003481
IQ/OQ	US and Europe	ULT freezer –80°C and mechanical cryo without touchscreen	900 series, HFUB, HFC, TSC, TSE, ExF, CxF, ULT10140, and ULT7150	IOQPCKE89003481

Service	Region	Accreditation	Cat. No.
Calibration	US	ISO/IEC 17025	CALPRCOLD
Calibration	US	ISO 9001	CALBCCOLD