Instruments

Labs

Dashboard

Instrument Management

User Network

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

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Manage your instrument use and care online

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 History	Planned Services	Contracts				

Request a Contract Quote | **Request Service**

Service Order	Type	Status	Date Created	Date Closed	Description	Request FSR
310793059	Repair	closed	2/16/12	2/20/12	block bar is stripped	request
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...	request
310745353	Repair	closed	3/11/11	3/16/11	Door doesn't close .	request
310740872	Repair	closed	2/8/11	3/1/11	computer has a virus	request
310703195	Repair	closed	7/27/10	7/1/10	making a funny noise	request
310702186	Repair	closed	7/21/10	7/22/10	Loud noise (again)	request

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?
Open a Service Call

Time & Materials Services

Contact Information

Requester	Email Address	Company/Institution
Milke Smith	myLife.SPT@lifetech.com	MAJOR UNIVERSITY
Phone	**Alt Phone**	**Department/Lab**
(760) 555-1212		

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

Request a contract quote

☐ Warranty ☐ Contract

Nickname	Serial No	Model No	Contract Name	# Days Remaining	...t	Nov	Dec	Jan	Feb	Mar
Daffy	100000036	370A/373A								
OpenClsd	275012027	7500-FAST	AB Assura...	182						
Pluto	279000820	7900								
LEWIS	12758	480								
Goofy-oct9	1335-007	3100-16								
Daisy	1345-034	3130-16		15						
Bambi	273003078	7300	AB Assura...	63						
SO5	279002606	7900	AB Assura...	278						
DONALD	9008860	381A/391								
Minnie	611113	34X								

2013

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

Remove | ⊕ Add an Instrument | Copy to My Instruments

	Serial No	Nickname	Model No	ID	OS	Computer Platform	Service Tag	Instrument Status	Edit
☐	11C041903	Jessica	IONPGM	123456789	Windows XP	Jessica's ...		NOT CONNECTED Get Connected	✎
☐	278880483	SAM	VIIA7	23948093	Windows7	Dell	Y8483T7833	Monitoring not a...	✎
☐	278880605	Marsha	VIIA7	345345444	Windows XP	Dell	Y7323T6323	Monitoring not a...	✎
☐	1415-016	OpenPM	3730-96	OPM	Unix	IBM	IBM tag	Monitoring not a...	✎
☐	273000709	TEstingOct9	7300	43243234...	Win7	IBMOCT9	OCT9123	Monitoring not a...	✎
☐	273000269	Jasmine-O...	7300	2324343423	Windows XP	Dell	W72934Q...	Monitoring not a...	✎

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.
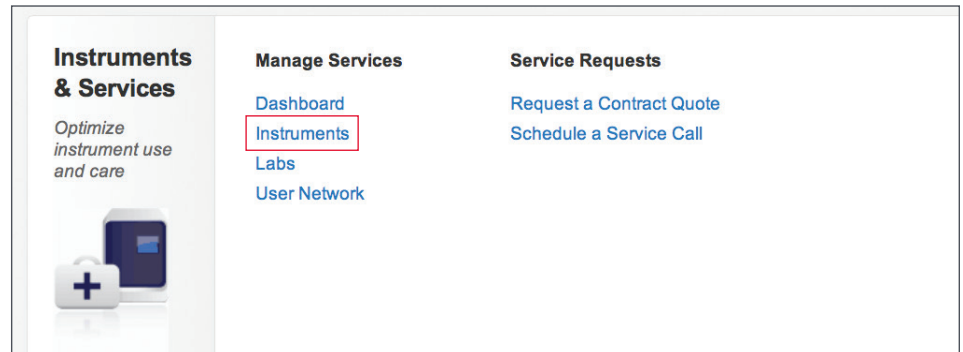
Step 2:

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 immediately so we can activate your instrument and services information.
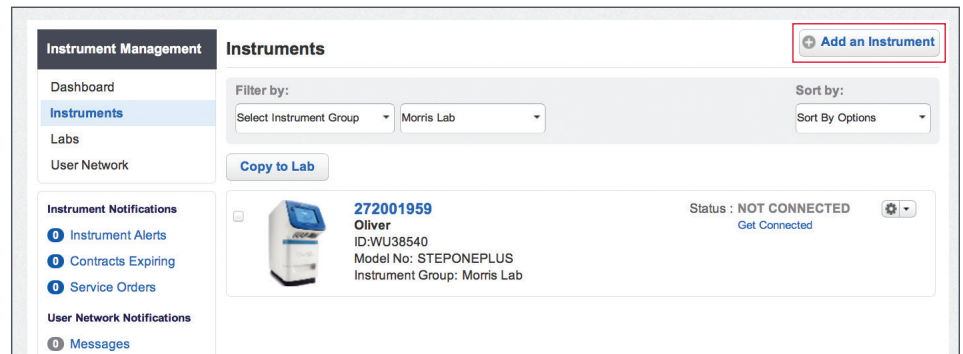
Step 3:

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.
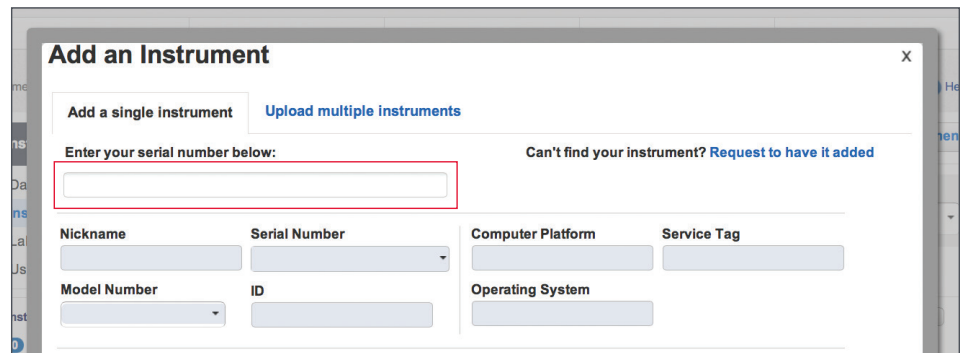
Step 4 (optional):

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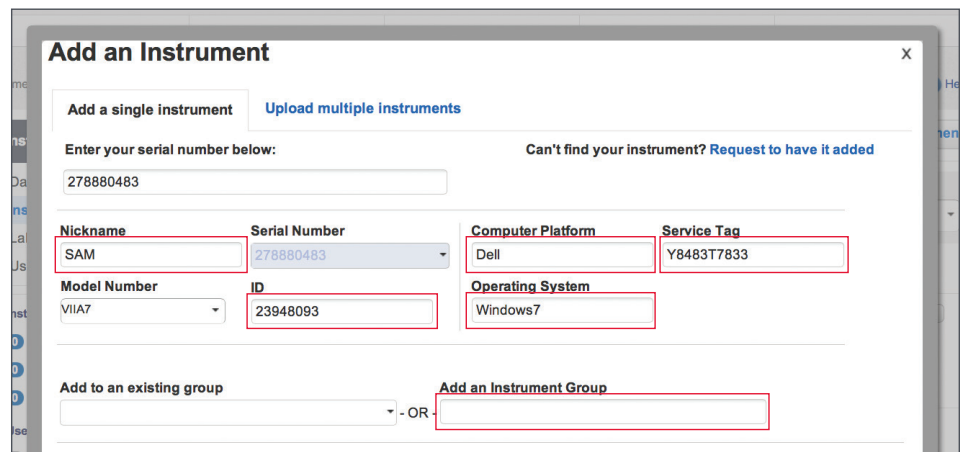
Additional functionality on Instrument Management to help you organize and communicate

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

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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