

Service and support

Services Central how-to guide

Spend less time getting support and more time focusing on your important work. Services Central has everything you need for service in one place. It allows you to start, track, and share service requests and access relevant service history and manuals, so you can efficiently manage your instruments and equipment.*

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* Supported instruments and equipment vary by region. Visit [thermofisher.com/servicescentral](https://www.thermofisher.com/servicescentral) to view the instruments and/or equipment that are supported in your location.

Set up your free Services Central login

You'll need to have a Thermo Fisher Scientific account to set up Services Central.

- If you already have a Thermo Fisher account, then go to [this page](#) and log in as usual
- If you don't already have a Thermo Fisher account, you can set one up for free by going to [this page](#):
 - Select **Create Account**
 - On the next page:
 - Enter your first and last name
 - Enter your business email address
 - Create a password
 - Select **Yes** to receive email updates about Services Central
 - Select **Create Account**

Thermo Fisher Scientific

Sign into your account

Username: *

Next

Don't have an account?

Sign up to:

- View contracted pricing
- Get online quotes
- Place and track orders
- Earn rewards

Create Account

Questions? Contact Us

thermo scientific applied biosystems invitrogen fisher scientific unitylab services pathcon PPD

Terms & Conditions Privacy Information Center Price & Freight Policy United States

Thermo Fisher Scientific

Why you should create an account

Quickly and easily register to take advantage of these benefits:

- Contracted Pricing
- Online Quotes
- Place and Track Orders
- Earn Rewards

First name: *

Last name: *

Email: *

Password: *

Don't miss out *

I'd like to receive information about Thermo Fisher Scientific products and services via telephone, email, or other electronic means.

Yes No

Create account

Already have an account? Sign in

Adding instruments

- To add instruments to your account, select **Add instruments** in the left navigation menu
- If this is your first time adding instruments, you can also choose the **Add instruments** button on your Services Central dashboard

Thermo Fisher Scientific Connect Platform Services Central

Services Central Dashboard

What are you looking for?

Search for your instruments, groups or tickets

Search

Support request tickets

Active tickets Recently closed tickets

No active support request tickets

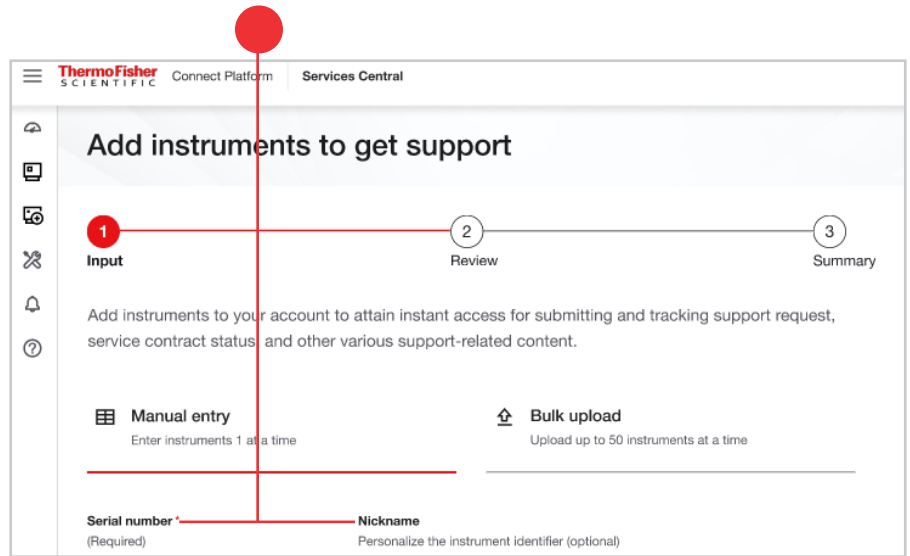
Add instruments to your account to submit support requests and track your tickets.

Add instruments

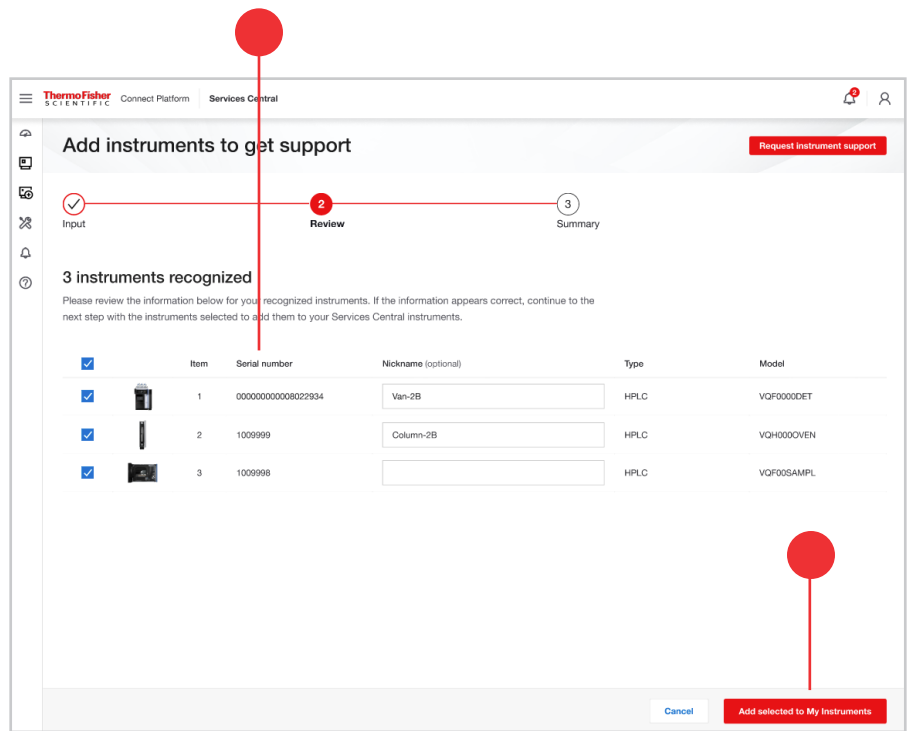
- On the **Add instruments** page, you can add your instruments using **Manual entry** or **Bulk upload** (recommended if you wish to add more than 20 instruments)

– **Manual entry**—to manually add your instruments, you will need to:

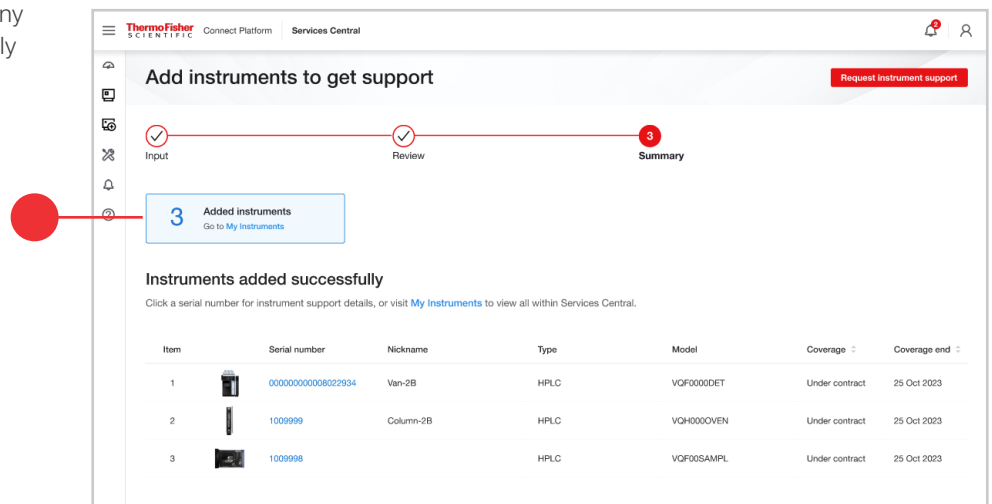
- Enter serial numbers one at a time
- Add a nickname for each instrument (optional)
- Select **Continue**



- Review which serial numbers were recognized
- Manually correct any serial numbers that were not found or uncheck the box to exclude
- Then select **Add selected to My Instruments**



- A summary page will show how many instruments were added successfully



– **Bulk upload**—if you prefer to upload your instruments all at once, select **Bulk upload**

- Download the .xlsx template

1. [Download .xlsx template](#) (required)

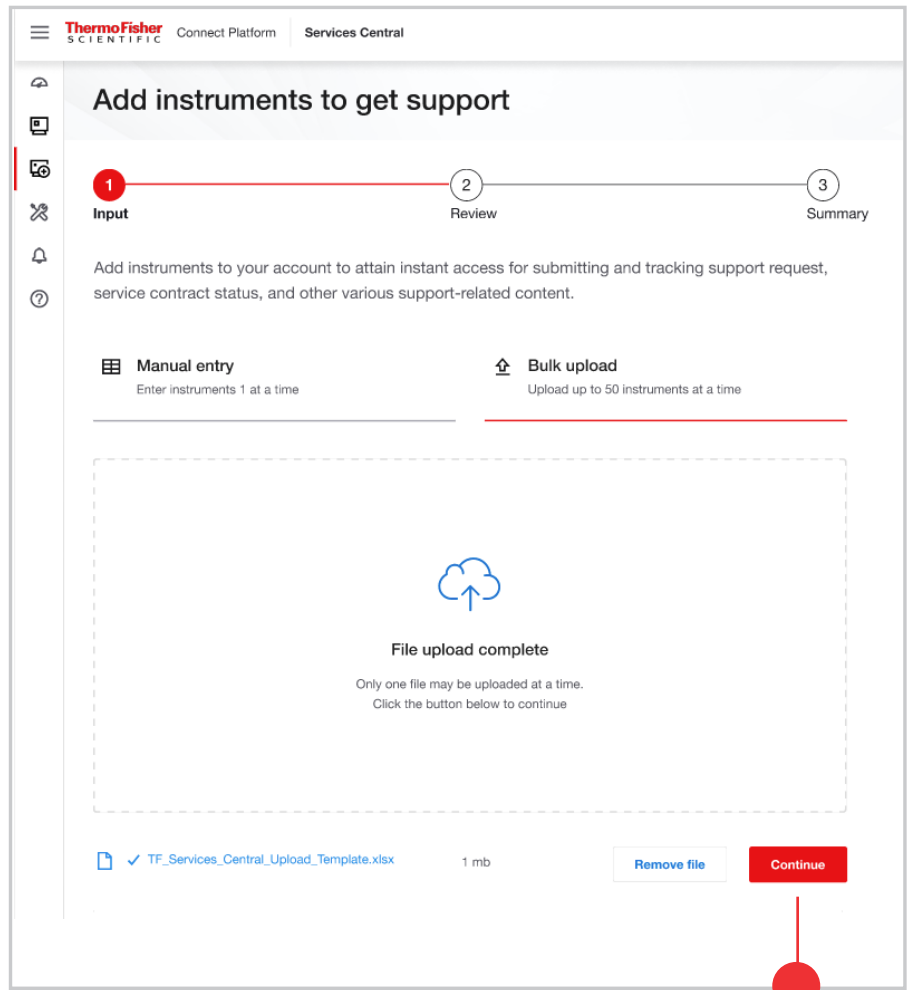
2. Follow [instructions](#) to enter and format data

3. [Choose file](#) or drag and drop to upload

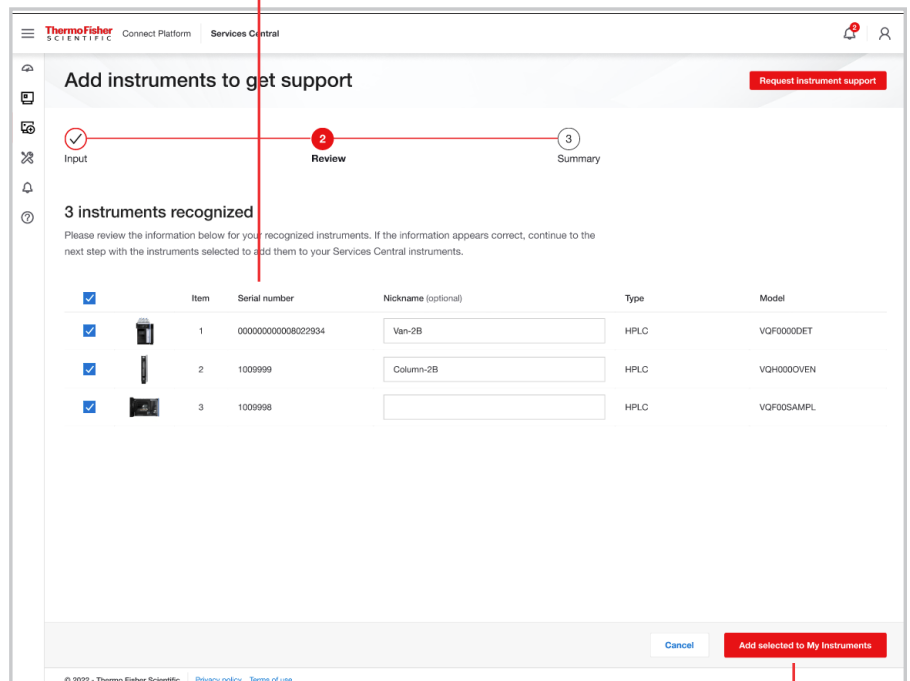
- Copy and paste your serial numbers into the template; you can upload up to 50 instruments at a time
- Add nicknames into the .xlsx file (optional)
- Drag and drop or upload the .xlsx file into the upload box

Item	Serial Number*	Nickname
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		

- Once the file has been uploaded, select **Continue**



- Review which serial numbers were recognized
- Manually correct any serial numbers that were not found or uncheck the box to exclude
- Then select **Add selected to My Instruments**



- You will see a summary page showing you how many instruments were added successfully
- If you have trouble adding instruments to the Services Central platform, contact us for assistance at ServicesCentralSupport@thermofisher.com

Add instruments to get support

Request instrument support

Input Review Summary

3 Added instruments
Go to My Instruments

Instruments added successfully
Click a serial number for instrument support details, or visit [My Instruments](#) to view all within Services Central.

Item	Serial number	Nickname	Type	Model	Coverage	Coverage end
1	00000000008022934	Van-2B	HPLC	VGF0000DET	Under contract	25 Oct 2023
2	1009999	Column-2B	HPLC	VGH0000OVEN	Under contract	25 Oct 2023
3	1009998		HPLC	VQF00SAMPL	Under contract	25 Oct 2023

Go to My Instruments

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Inviting other users and sharing instruments

- To share an instrument with colleagues, go to your **My Instruments** list
 - You can navigate to **My Instruments** by using the left navigation menu and selecting **Instruments**
- Select the **Share** button in the right corner

Instruments

Request instrument support

My Instruments Groups Favorites Shared with me

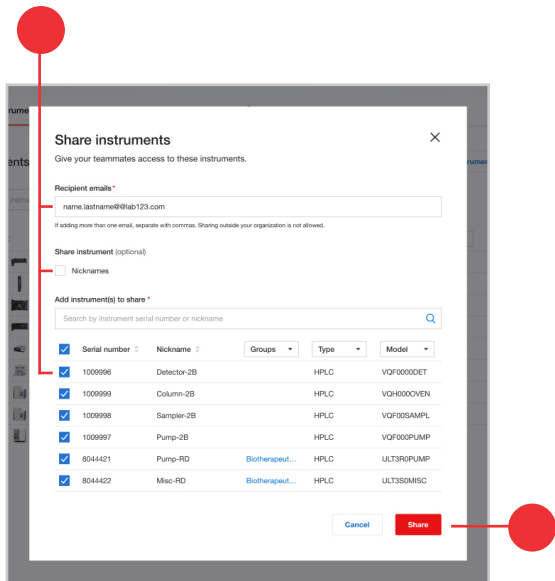
Instruments 15

Edit columns Add Instrument Create Share

Search by instrument serial number, nickname, or group name

Favorite	Serial number	Nickname	Groups	Type	Model	Coverage	Coverage end	Added date	Actions
<input type="checkbox"/>	1009996	Detector-2B	–	HPLC	VGF0000DET	Under contract	24 Dec 2022	10 May 2022	...
<input type="checkbox"/>	1009999	Column-2B	–	HPLC	VGH0000OVEN	Under contract	24 Dec 2022	10 May 2022	...
<input type="checkbox"/>	1009998	Sampler-2B	–	HPLC	VQF00SAMPL	Under contract	24 Dec 2022	10 May 2022	...
<input type="checkbox"/>	1009997	Pump-2B	–	HPLC	VQF000PUMP	Expired	28 Apr 2020	10 May 2022	...
<input type="checkbox"/>	TSQ-Z-12346	TSQ-0	–	Mass Spec Life...	MSTSQQANTI...	Under contract	29 Mar 2025	10 May 2022	...
<input type="checkbox"/>	TSQ-Z-12347	TSQ-1	–	Mass Spec Life...	MSTSQQANTI...	Under contract	24 Dec 2022	10 May 2022	...
<input type="checkbox"/>	TSQ-Z-12348	TSQ-2	–	Mass Spec Life...	MSTSQQANTI...	Under contract	29 Mar 2025	10 May 2022	...
<input type="checkbox"/>	TSQ-Z-12349	TSQ-3	–	Mass Spec Life...	MSTSQQANTI...	Under contract	29 Mar 2025	10 May 2022	...
<input type="checkbox"/>	SN8835W	QEXACTIVE_30	–	Mass Spec Life...	QEXAC00001	Expired	28 Apr 2020	10 May 2022	...

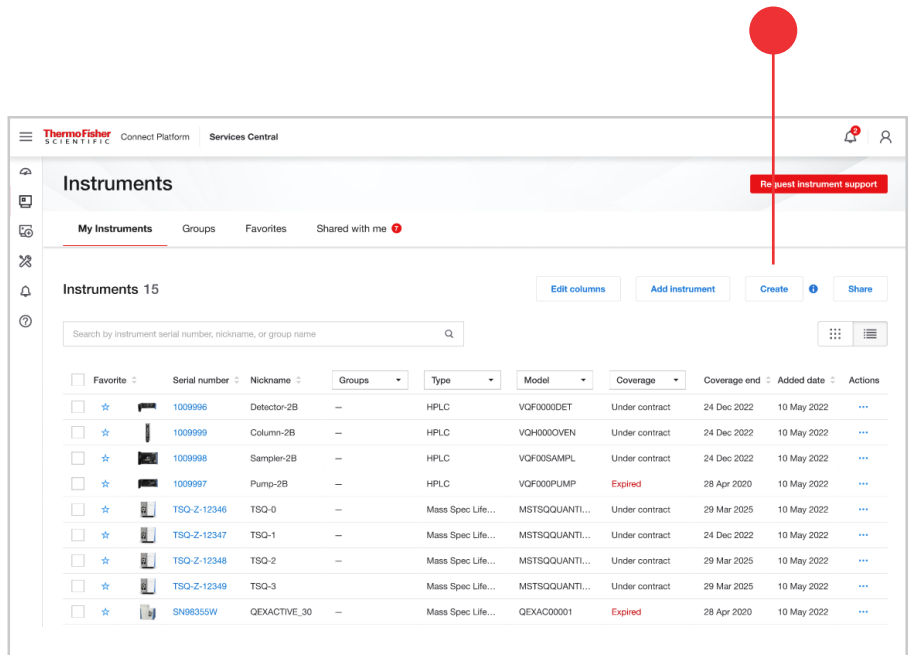
- You will see a **Share instruments** pop-up box appear
- In the **Share instruments** box, add the business email addresses of those with whom you'd like to share
- Add your message (optional)
- Check if you want to share the nicknames
- Select the instruments you want to share
- Then select **Share**



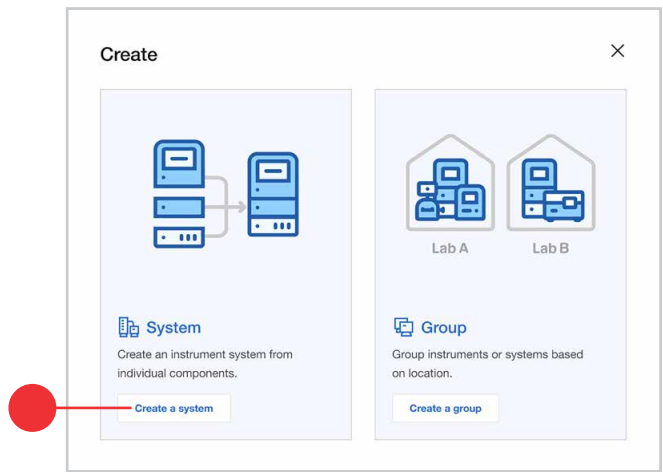
Creating a system

Create a system for your instruments that have several components and view them as one unit in the **My Instruments** tab.

- To create a system, navigate to your instruments page
- Select the instruments you would like to group as a system
- Choose **Create**



- You will see a **Create** pop-up box appear
- Under **System**, select **Create a system**



- You will see a **Create a system** pop-up box appear
- Fill in the **System nickname**
- You may also add in **Notes** (optional)
- Fill in the **System type**
- Your instrument components should be selected already, but if they aren't, you can select them under **Add instrument components to your system** or add additional instrument components
- Select **Create system**

Create a system

Create a system for your instruments that have several components and view them as one unit in the My Instruments tab.

System nickname * 0 / 128

Notes (optional) 0 / 150

System type *
Select system type

Add instrument components to your system * [Need help?](#)

Search by instrument serial number or nickname

<input type="checkbox"/>	Serial number	Nickname	Type	Model
<input checked="" type="checkbox"/>	1009996	Detector-2B	HPLC	VQF0000DET
<input checked="" type="checkbox"/>	1009999	Column-2B	HPLC	VQH000OVEN
<input checked="" type="checkbox"/>	1009998	Sampler-2B	HPLC	VQF000SAMPL
<input checked="" type="checkbox"/>	1009997	Pump-2B	HPLC	VQF000PUMP
<input type="checkbox"/>	TSQ-Z-12346	TSQ-0	Mass Spec Life...	MSTSQQQUANTIS...
<input type="checkbox"/>	TSQ-Z-12347	TSQ-1	Mass Spec Life...	MSTSQQQUANTIS...
<input type="checkbox"/>	TSQ-Z-12348	TSQ-2	Mass Spec Life...	MSTSQQQUANTIS...
<input type="checkbox"/>	TSQ-Z-12349	TSQ-3	Mass Spec Life...	MSTSQQQUANTIS...

Cancel Create system

- You will now see a new system created in the **My Instruments** tab under **Serial number**

ThermoFisher Scientific Connect Platform Services Central

Instruments

Success: Your system has been created.

My Instruments Groups Favorites Shared with me

Instruments 12

Search by instrument serial number, nickname, or group name

<input type="checkbox"/>	Favorite	Serial number	Nickname	Groups	Type	Model	Coverage	Coverage end	Added date	Actions
<input type="checkbox"/>	<input checked="" type="checkbox"/>	System		Apline	LCMS					
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1009996	Detector-2B		HPLC	VQF0000DET	Under contract	24 Dec 2022	10 May 2022	...
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1009999	Column-2B		HPLC	VQH000OVEN	Under contract	24 Dec 2022	10 May 2022	...
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1009998	Sampler-2B		HPLC	VQF000SAMPL	Under contract	24 Dec 2022	10 May 2022	...
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1009997	Pump-2B		HPLC	VQF000PUMP	Expired	28 Apr 2020	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TSQ-Z-12346	TSQ-0		Mass Spec Life...	MSTSQQQUANTIS...	Under contract	29 Mar 2025	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TSQ-Z-12347	TSQ-1		Mass Spec Life...	MSTSQQQUANTIS...	Under contract	24 Dec 2022	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TSQ-Z-12348	TSQ-2		Mass Spec Life...	MSTSQQQUANTIS...	Under contract	29 Mar 2025	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TSQ-Z-12349	TSQ-3		Mass Spec Life...	MSTSQQQUANTIS...	Under contract	29 Mar 2025	10 May 2022	...

Creating a group

Create groups containing any of your instruments and view them as a reflection of your lab(s) in the **Groups** tab. Some ideas to form a group are: by user or by lab location.

- To create a group, navigate to your instruments page
- Select the instruments you would like to group
- Choose **Create**

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Instruments

Request instrument support

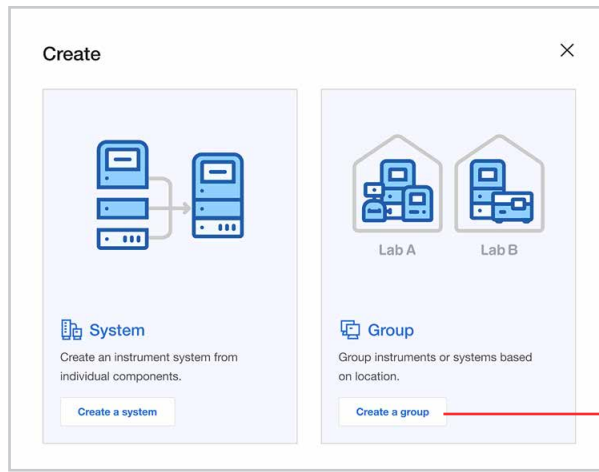
My Instruments Groups Favorites Shared with me

Instruments 15

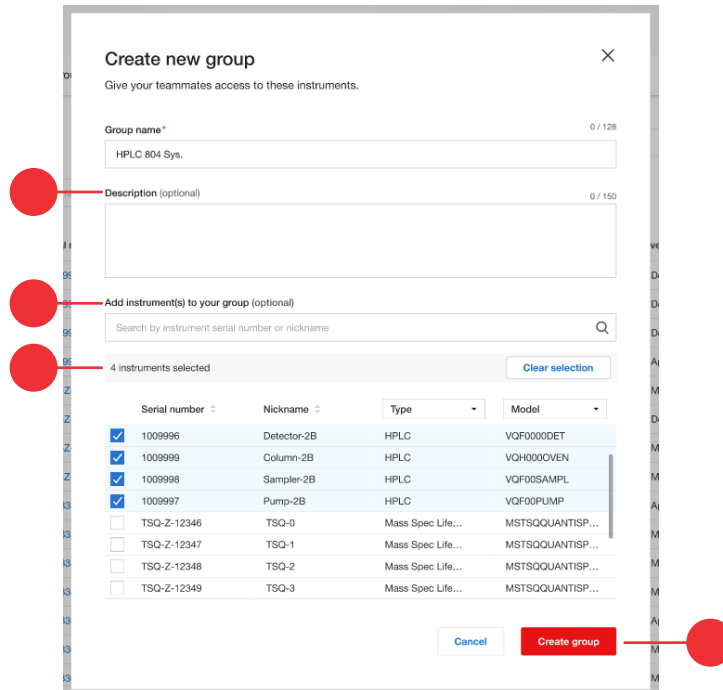
Search by instrument serial number, nickname, or group name

<input type="checkbox"/>	Favorite	Serial number	Nickname	Groups	Type	Model	Coverage	Coverage end	Added date	Actions
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1009996	Detector-2B		HPLC	VQF0000DET	Under contract	24 Dec 2022	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1009999	Column-2B		HPLC	VQH000OVEN	Under contract	24 Dec 2022	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1009998	Sampler-2B		HPLC	VQF000SAMPL	Under contract	24 Dec 2022	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	1009997	Pump-2B		HPLC	VQF000PUMP	Expired	28 Apr 2020	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TSQ-Z-12346	TSQ-0		Mass Spec Life...	MSTSQQQUANTIS...	Under contract	29 Mar 2025	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TSQ-Z-12347	TSQ-1		Mass Spec Life...	MSTSQQQUANTIS...	Under contract	24 Dec 2022	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TSQ-Z-12348	TSQ-2		Mass Spec Life...	MSTSQQQUANTIS...	Under contract	29 Mar 2025	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	TSQ-Z-12349	TSQ-3		Mass Spec Life...	MSTSQQQUANTIS...	Under contract	29 Mar 2025	10 May 2022	...
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SN98355W	QEXACTIVE_30		Mass Spec Life...	QEXAC00001	Expired	28 Apr 2020	10 May 2022	...

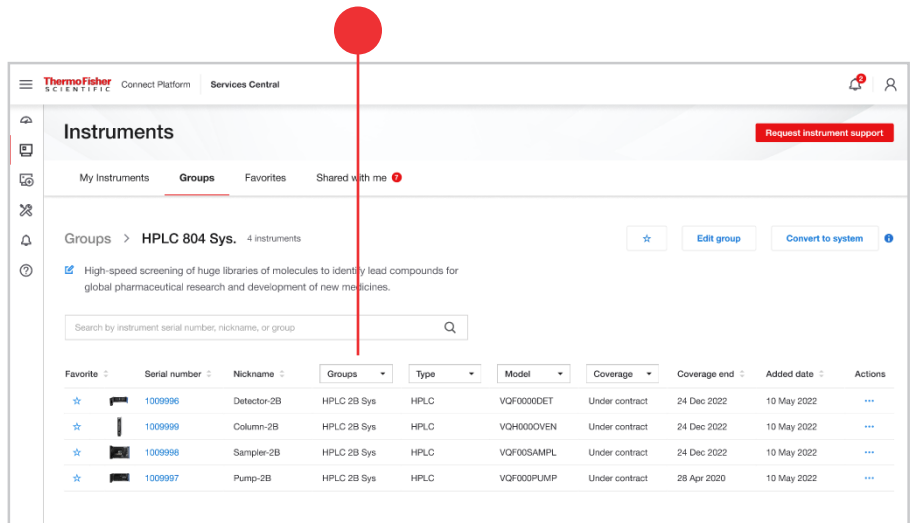
- You will see a **Create** pop-up box appear
- Under **Group**, select **Create a group**



- You will see a **Create a group** pop-up box appear
- Fill in the **Group name**
- You may also add a **Description** (optional)
- Your instruments should be selected already, but if they aren't, you can select them under **Add instrument(s) to your group**
- Select **Create group**



- You will now see your newly created group or groups under the **Groups** tab in your instruments page



Requesting service

When you submit an instrument support request, it goes straight to a dedicated support team** that can help you with your problem.

- Select **Request instrument support** on the top right
- Select the device for which you want to request support from the drop-down menu
- Fill in the **Ticket contact information** including **First name**, **Last name**, **Phone number**, and **Email**
- Fill in the **Support request details**
- Attach related documents that you'd like to share, such as images, that could help us more quickly diagnose the problem
- Select **Submit request**

ThermoFisher Scientific Connect Platform Services Central

Services Central Dashboard

Request instrument support

What are you looking for?
Search for your instruments, groups, or tickets

Search

Previously searched: Lab UtilMate TSQ02-21002 75009021 Mass Spec 82340... Clear all

Support request tickets [Support request history](#)

Active tickets Recently closed tickets

ThermoFisher Scientific Connect Platform Services Central

New support request

Instrument information

Selected device *

Select one

Ticket contact information

This contact will be the primary recipient of communications regarding this ticket.

First name * Last name *

Phone number *

Email *

ThermoFisher Scientific Connect Platform Services Central

Support request details

Please provide details for your support request below.

Request subject * 0 / 90
Instrument technical support inquiries only.

Additional details * 190 / 255

Upload files

Drag and drop, choose a file or Copy and paste here using Cmd+V or Ctrl+V

Cancel Submit request

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** Support teams respond within normal service business hours, but you can avoid phone queues, hold times, and waiting to open a ticket by initiating your service request 24/7/365. If you have an Asset Management program with Unity Lab Services, please do not use Services Central and continue to manage your service requests as normal via **ULS Asset Manager**.

Find out more at thermofisher.com/servicescentral