

Unity Lab Services Equipment Services Program

We focus on YOU so you can focus on science.

Unity Lab Services, part of Thermo Fisher Scientific, is delighted to partner with The University of Louisville to manage and service laboratory instruments and equipment through our Asset Management solution. This solution is designed to deliver improved quality of service, reduce overall service spend, and increase laboratory compliance.

Unity Lab Services' Asset Management program consolidates all instrument service to a single contact point with complete management of the entire service event. Our simplified approach allows you to request unplanned service with a single call, with the confidence that you will receive fast response and quality service. Planned service (e.g. PM, qualification, calibration...) is scheduled in advance and monitored to ensure completion. A database of your equipment, its location, and service is tracked to help you make key decisions for buying new and/or redeploying inactive equipment.



Key Benefits

- ✓ Increase in instrument uptime through real-time management and tracking
- ✓ Proactive management of Preventative Maintenance (PM) to ensure compliance
- ✓ A single call center for all service support, regardless of instrument manufacturer
- ✓ An Account Management Team structured to provide you maximum support for all your laboratory and service needs

To learn more about service options (Full Service, PM Only, Calibration...etc) or to learn how to add Assets to the program please contact:

Unity Lab Services

Pam Moravec
Site Manager
(314) 348-7607
pam.moravec@thermofisher.com

For questions regarding the University of Louisville Contract please contact:

University of Louisville

Bobbi Carlton
Buyer Senior, Purchasing Department
(502) 852-8215
bobbi.carlton@louisville.edu

Frequently asked questions

How can I tell if a system is covered under a service program?

Instruments managed by our program all have Unity Lab Services Asset Tags along with barcode tags for easy recognition, once covered by the program.



How do I add instruments to the program?

To add instruments please contact Pam Moravec at (314) 348-7607 or via email at pam.moravec@thermofisher.com

What tools are available to me?

The interactive, web-based asset and service management tool, **Resource Center**, www.lifecycle3d.com, allows you to:

- Place a request for service
- View the status of service repairs and PMs
- See and manage your inventory



How do I request service?

It's this simple...

You submit a service request

- Call (800) 558-6377, option #3; click www.lifecycle3d.com; or email 4service.brookfield.ams@thermofisher.com
- Provide barcode number and problem description



We dispatch service through our call center

- Engineer schedules and delivers service
- Site managers assist in follow up



Your instrument is back to being fully operational



For certified service...

Site Manager

Call: Pam Moravec at (314) 348-7607
Email: pam.moravec@thermofisher.com
Call: 800-558-6377, option 3

Regional Service Manager

Call: Derek Colwill at (224) 587-9735
Email: derek.colwill@thermofisher.com