

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

Services for CO₂ incubators

Services and support

When you invest in Thermo Scientific™ CO₂ incubators, you not only benefit from top-quality product performance, but you can also enjoy world-class service solutions provided by Unity™ Lab Services.

Your specific needs and expectations for CO₂ incubators 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 network of certified field service technicians can provide peace of mind as you get started with your new equipment. What do 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
- Stabilize, balance, anchor, and make connections to preinstalled wall mounts (excluding seismic anchors) with the appropriate hardware
- Connect to a proper water source with proper fittings, lines, tubing, and other hardware
- Connect to proper flammable and pressured gas sources and tanks with proper fittings, lines, tubing, and other hardware



- Ground and connect to the power supply and other equipment via proper connections
- Execute instructions from the manufacturer's user manual for start-up and initial operation
- Connect factory-installed safety devices, such as alarms and backup systems
- Ensure that the keypad, controls, service menu, and user interface are working
- Explain operating, maintenance, and cleaning requirements and procedures
- Explain warranty and service plan entitlements and options
- 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 installation day onward.



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 (PM) visits that help extend the life of your equipment
- Enhanced technical support and digital remote capabilities that enable faster diagnosis and remote resolution
- Priority on-site repair response commitments that give customers a response two times faster than 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, and travel, as well as 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 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, MS; Chicago, IL; Cincinnati, OH; Cleveland, OH; Columbus, OH; Dallas, TX; Denver, CO; Des Moines, IA; Detroit, MI; East Bay, CA; El Paso, TX; Hartford, CT; Houston, TX; Indianapolis, IN; Jacksonville, KY; Kansas City, MO; Los Angeles, CA; Madison, WI; Memphis, OH; Miami, FL; Minneapolis, MN; Nashville, TN; New Brunswick, NJ; New York, NY; Orange County, CA; 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, 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 CO₂ incubators 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 compliance services—including qualification,* temperature mapping, and calibration—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 services to help meet all major regulatory guidelines, including current good practices (GLP/GMP).

In addition, Unity Lab Services offers 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.



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.
Operational 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	This service certifies that lab equipment is measuring data accurately when compared to a traceable reference standard. We have a tiered service offering to support unique customer requirements. Our services are available to meet either ISO 9001 or ISO/IEC 17025 standards.

* 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.



Ordering information

Please contact your service representative for more information about the availability of services in your location.

Start-up services

Region	Service	Equipment	Description	Cat. No.
US and Europe	Start-up	Dual-unit CO ₂ incubators	Covers both units; excludes major assembly, i.e., stacking of incubators	STARTDCO2
US and Europe	Start-up	Single-unit CO ₂ incubators	Single-unit CO ₂ incubator	STARTSCOV

Service plans

Region	Product family	Factory warranty period	Post-warranty period	
		Total Care warranty Cat. No.	Tech Direct service plan Cat. No.	Total Care service plan Cat. No.
US	CO ₂ incubators	TCWCO2	TDPCO2	TCPCO2
Europe	Benchtop incubators	TCWTYINCBT	TEDINCBT	TLCINCBT
Europe	CO ₂ incubators, standard	TCWTYINCCO2	TEDINCCO2	TLCINCCO2
Europe	Floor-model incubators	TCWTYINCRFF	TEDINCRFF	TLCINCRFF
Europe	Active humidification CO ₂ incubators	TCWTYINCPLUS	TEDINCPLUS	TLCINCPLUS

Compliance services

Region	Service	Product family	Cat. No.
US and Europe	IQ/OQ and TM	CO ₂ incubators	IOPQPCKE89003500
US and Europe	IQ/OQ		IOQPCKE89003500

Region	Service	Product family	Accreditation	Cat. No.
US	Calibration	CO ₂ incubators	ISO/IEC 17025	CALPRINC
			ISO 9001	CALBCINC
		Temperature chambers (incubators)	ISO/IEC 17025	CALPRCOLD
			ISO 9001	CALBCCOLD

Learn more at thermofisher.com/unitylabservices

unitylab services