

Enhanced digital remote support

Faster diagnostics. Faster resolution.
Less downtime.



Get back to productivity—without waiting for on-site service

Thermo Fisher Scientific Digital Remote Support (DRS) connects you directly with OEM-certified experts to diagnose and resolve instrument issues quickly and securely. Using advanced remote desktop and mobile collaboration tools, our specialists can assess system performance, guide troubleshooting, and often resolve issues in real time—helping you return to full operation faster.

If on-site service is required, our engineers arrive prepared with the right parts and a clear repair plan—improving first-time fix rates and minimizing disruption.

The DRS advantage

- Direct access to OEM-certified technical support specialists
- Secure, encrypted digital sessions
- Real-time system diagnostics and guided troubleshooting
- Augmented reality (AR) mobile support capabilities
- Improved first-time fix rates when on-site service is needed

Remote desktop support

- Instrument connectivity required
- Secure, single-session access
- Advanced remote diagnostics
- Permission-based remote access—designed to meet your organization's IT requirements

Mobile collaboration support

- No instrument connectivity required
- iOS™ and Android™ app
- Live video, annotation, and AR guidance

All sessions are permission-based and automatically terminated when complete.



Up to 50% of issues resolved remotely

Reduce delays and avoid unnecessary service visits.



2x faster response time

Connect directly to technical experts when you need them.



30% reduction in downtime

For customers under warranty or with an active service contract.

Contact us

Services Central is one of the easiest ways to connect with technical support. There you can easily submit and track service requests in real time. By logging a request through Services Central, a service ticket is automatically created so our technical support team can follow up with you using the relevant contact and instrument information provided. Access Services Central at thermofisher.com/servicescentral/login

Use the following information to contact local Unity™ Lab Services technical support specialists.

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