

Cost-saving benefits of service plans

Protect your lab equipment and your budget



For laboratories that rely on equipment to support daily operations, research integrity, and regulatory compliance, protecting these critical assets is not merely a best practice—it’s essential. Unplanned maintenance or repair needs can result in more than just equipment downtime; they can lead to unexpected expenses, research delays, and compliance risks. In light of these challenges, labs must make a choice between two options for receiving services: service plans or billable services.

A service plan provides various services, such as maintenance and repairs, for a fixed upfront cost over a defined period. Unity™ Lab Services plans include preventive maintenance (PM), varying repair coverage (depending on the plan), and other entitlements. Billable services are based on time and materials where the lab pays for each service event, including labor, parts, and travel. Here’s how they compare:

Benefits of service plans	Drawbacks of billable services
<ul style="list-style-type: none">Predictable costsComprehensive coverageReduced downtime	<ul style="list-style-type: none">Unpredictable expensesPotentially higher long-term costsIncreased administrative burden

When seeking equipment services such as PM or a repair, budget-conscious labs should consider the cost savings and additional benefits of having a service plan compared to billable services. This case study illustrates the savings and benefits service plans can provide.

Key highlights: Potential savings with service plans

In an 8-year period, equipment receives:	Average cost savings (US):
8 PMs 2 repairs	34–47%

Comparing our service plans and billable services

We drew from real-world, internal data* to compare the out-of-pocket cost of repairs and PM services with the cost of our three service plan options for various equipment over an 8-year period in the US:

- Total Care warranty**—offers full repair coverage and PM during the factory warranty
- Total Care service plan**—offers full repair coverage and PM after the factory warranty
- Tech Direct service plan**—offers discounted repair coverage and PM after the factory warranty

Scenario: Equipment receives 1 PM annually, 2 repairs

In our scenario, equipment receives the recommended minimum of one annual PM service—a routine inspection to ensure equipment performance is at or near the same level achieved at installation. In addition to the recommended one annual PM, we included two repair events over 8 years in the equipment's life cycle, in year 5 and year 8.

34%–47%
 \$ Potential cost savings
 with service plans

2-year warranty equipment:	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
<ul style="list-style-type: none"> Biological safety cabinet Benchtop centrifuge Centrifuge CO₂ incubator Shaker 	Q PM	Q PM	Q PM	Q PM	Q PM ✂ Repair 1	Q PM	Q PM	Q PM ✂ Repair 2
5-year warranty equipment:	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8
<ul style="list-style-type: none"> Freezer 	Q PM	Q PM	Q PM	Q PM	Q PM ✂ Repair 1	Q PM	Q PM	Q PM ✂ Repair 2

■ Factory warranty ■ Post-factory warranty

When repairs take place in this scenario, potential savings from service plans increase. Average cost savings range from 34% to 47% in the US depending on the level of the plan's coverage. The Total Care warranty plan and service plan cover the cost of the annual PMs and full repairs, while the Tech Direct service plan covers the cost of the annual PMs and includes a 15% discount on repairs.

Additional benefits of our service plans

In addition to cost savings from services including PM and repair, Unity Lab Services plans have other benefits for labs to get even more value out of their plan.

- Priority on-site response commitments that give customers a response two times faster compared to those without a plan
- Unlimited, enhanced technical and digital remote support that enables faster diagnosis and resolution
- 10% discount on compliance services

Summary

Equipment service plans yield higher average cost savings when compared to billable services, and they offer consistent coverage, reduced downtime, and predictable budgeting for equipment maintenance. Service plans also give you the peace of mind that your equipment is maintained in optimal working order so you can focus on your research and operations.

Choosing the right service option is crucial for labs to protect their investments while being mindful of costs. To help labs make the best decision to meet their needs, an online [service plan recommendation tool](#) is available—just answer three quick questions to receive a personalized recommendation.

* Assumptions made when calculating the cost of service plans compared to the cost of paying for PMs and repairs out of pocket:

- Associated costs for service plans and billable PMs are based on list price
- Repair costs are average parts and labor costs for each product type from 1/1/2024 through 5/31/2025
- Travel costs are added to billable PMs and repairs, and Tech Direct service plan repairs
- Total Care warranty purchased at 2025 list price for all years of coverage; post-warranty service plans are purchased annually
- Annual price increases due to inflation are included
- Each service event is considered a separate service visit
- Repairs during the factory warranty (parts, labor, and travel for repairs) are 100% covered

Learn more at thermofisher.com/unitylabservices

unitylab services