









Stay audit-ready with Regulatory Assurance plans

Our comprehensive service plans are built to support your lab equipment from compliance to performance and beyond

In today's demanding regulatory environment, labs need more than just service plans—they need a partner who can help simplify compliance, anticipate challenges, and ensure total readiness aligned with good laboratory practice (GLP) and good manufacturing practice (GMP) standards.

That's why our Regulatory Assurance plans go far beyond traditional support, offering truly comprehensive solutions that cover every aspect of lab equipment uptime and compliance. From specialized service and repair to proactive support, and from rapid response to dedicated guidance, we've designed these plans to take the complexity out of compliance and give you complete peace of mind. With the Unity™ Lab Services team, you can trust that every detail is managed, every standard is met, and your lab is always prepared for what's next.

Key benefits

-  **Compliance confidence:** helps assure full alignment with GLP, GMP, ISO, and other regulatory standards so your lab is always audit-ready.
-  **All-inclusive coverage:** from getting started with your new equipment to maintenance, repairs (parts, travel, and labor), and technical support, every service need is covered in one seamless plan—no gaps, no surprises.
-  **Priority response:** next-business-day service response, enhanced priority handling, and a dedicated account coordinator for GMP service plan customers give your team faster resolutions and a single point of contact.
-  **Cost efficiency:** our plans deliver greater value with bundled services versus services purchased à la carte, along with premium benefits at no extra cost.
-  **Personalized guidance and support:** benefit from a 1-hour consultation and a dedicated account coordinator in the GMP service plan, tailored to your lab's specific needs and workflows.
-  **Life cycle value and peace of mind:** comprehensive support across the entire equipment life cycle—from purchase through warranty and beyond—helps ensure consistent performance, reduced risk, and a lasting return on investment.

Traditional service plans versus Regulatory Assurance plans

	Traditional service plans		Regulatory Assurance plans	
	Tech Direct service plan	Total Care service plan/warranty	GLP service plan	GMP service plan
Priority on-site response commitment (business days)	3	2	1*	1*
Corrective maintenance (travel and labor)	15% discount	✓	✓	✓
Spare parts	15% discount	✓	✓	✓
Preventive maintenance	✓	✓	✓	✓
Start-up			✓	✓
Calibration			✓**	✓**
Access to eLearning courses			✓	✓
Installation qualification/operational qualification + performance testing (IQ/OQ + PT)				✓
1-hour consultation				✓
Dedicated account coordinator				✓
Compliance document customization support				✓
Discount on remote monitoring solutions and optional add-ons (extra temperature mapping and requalification)				50%

* One business day response time for corrective maintenance is available in selected locations and excludes all biological safety cabinet (BSC) equipment in the United States. The response time begins once a service order ticket is created for the field service engineer (FSE). Where one-day response is unavailable, these service bundle packages remain available, and we will make every reasonable effort to provide a priority response based on FSE availability. Please speak with your sales representative about availability for your specific location.

** Calibrations will meet ISO 9001 standards, with an option to upgrade to ISO/IEC 17025 standards in selected locations. In the United States, NSF 49 certification will be provided for BSC equipment, while in Europe, verification will be conducted in accordance with EN 12469 standards instead of calibration.

Regulatory Assurance plans

Our GLP and GMP service plans help deliver comprehensive assurance by bundling key services and support into a robust solution to provide you an all-inclusive experience.

GLP service plan

New purchase (NP)	In warranty (IW)	After warranty (AW)	Additional benefits
<ul style="list-style-type: none"> Start-up service Calibration* Preventive maintenance 	<ul style="list-style-type: none"> Calibration* Preventive maintenance 	<ul style="list-style-type: none"> Calibration* Preventive maintenance 	<ul style="list-style-type: none"> Priority on-site response commitment** All-inclusive repair warranty and coverage Spare parts Unlimited access to eLearning courses




GMP service plan

New purchase (NP)	In warranty (IW)	After warranty (AW)	Additional benefits
<ul style="list-style-type: none"> Start-up service Calibration* Preventive maintenance Installation qualification Operational qualification Performance testing (temperature mapping/cycle testing) if applicable 	<ul style="list-style-type: none"> Calibration* Preventive maintenance 	<ul style="list-style-type: none"> Calibration* Preventive maintenance 	<ul style="list-style-type: none"> Priority on-site response commitment** All-inclusive repair warranty and coverage Spare parts Unlimited access to eLearning courses Dedicated account coordinator 1-hour consultation Document customization support Discount on remote monitoring solutions and optional add-ons
Optional add-ons: extra temperature mapping and requalification			

* Calibrations will meet ISO 9001 standards, with an option to upgrade to ISO/IEC 17025 standards in selected locations. In the United States, NSF 49 certification will be provided for BSC equipment, while in Europe, verification will be conducted in accordance with EN 12469 standards instead of calibration.

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Additional premium benefits of the GMP service plan

 1-hour compliance consultation	 Dedicated account coordinator	 Compliance document customization support
Clear roadmap to stay audit-ready	Premium support, scheduling, and project guidance	Documentation tailored to your requirements

Our specialist-led consultation is designed to facilitate discussion of your compliance requirements and practical steps to stay audit-ready.

Your dedicated account coordinator provides you with a premium support experience, ensuring that all services are scheduled in a timely manner and aligned to your lab's needs.

Our standard documentation meets rigorous compliance and operational standards. Building on the insights from your consultation, we offer the option to adapt qualification documentation to your specific requirements.

Services delivered

No matter which Regulatory Assurance plan you choose—the GLP or GMP service plan—you gain peace of mind knowing your equipment is backed by consistent, proactive support. Each plan includes the right combination of the most critical services described below to help meet your lab's specific regulatory requirements.

Start-up

Start-up service helps ensure that your new equipment is installed, connected, and fully operational so you're set up for success from day one.

Calibration

Periodic verification confirms that equipment and monitoring sensors produce accurate results within specified limits. This service maintains compliance with ISO 9001 standards. We also offer an option to meet ISO/IEC 17025 standards for an additional charge.

Preventive maintenance

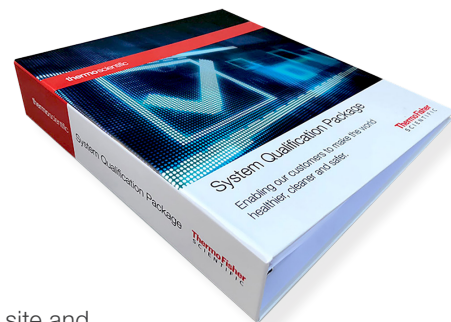
Routine inspections using standard procedures helps ensure that equipment continues performing at or near original installation levels.

Qualification

- IQ: confirms that the site and environment meet manufacturer specifications
- OQ: verifies that the equipment, as installed, operates as intended
- PT: custom tests, such as temperature mapping and cycle testing, confirm that the equipment meets user requirements

Requalification

Ongoing verification confirms that equipment performs to manufacturer specifications and regulatory requirements throughout its life cycle.



Equipment we service

Our regulatory service plans are available for your critical Thermo Scientific™ lab equipment. In some cases, we may also be able to cover other equipment not listed below and equipment from other manufacturers.

- Biological safety cabinets
- Centrifuges
- Cold storage: refrigerators (LRF/HPLRF), freezers (ULT/general purpose/under counter), and cryogenic storage (LN₂/control rate)
- Incubators: CO₂ incubators, microbiological incubators, hybridization incubators, refrigerated, and environmental chambers
- Shakers
- Water purification systems

Why choose us as your ongoing equipment service provider?

When you partner with the Unity Lab Services team, you gain access to a global network of more than 2,000 factory-trained field service engineers with over 50 years of experience maintaining regulated lab equipment.

What you may struggle with today:

- Juggling multiple vendors and service plans
- Audit anxiety and documentation gaps
- Time lost managing schedules, compliance, and service needs

What you get when you partner with us:

- A single plan that covers all essential services
- Original equipment manufacturer (OEM) experience and expertise
- Peace of mind with audit-ready documentation and compliance support
- Specialized guidance and service from engineers who know your equipment best

No-charge requalification guarantee

We stand firmly behind the quality work of our field service engineers. That's why the compliance services we carry out are backed by 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 that it maintains compliance.



* 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.



Partner with us for ongoing services and support

With the Unity Lab Services team, compliance isn't a burden—it's built in. Partner with us to help simplify compliance and focus on what matters most—your science.

Please contact your sales representative for more information or to request a quote.

Ordering information

GLP service plan

Equipment type	Cat. No.		
	New purchase (NP)	In warranty (IW)	After warranty (AW)
Biological safety cabinet	GLPBSCNP	GLPBSCIW	GLPBSCAW
Centrifuge (standard)	GLPCENSTDNP	GLPCENSTDIW	GLPCENSTDAW
Centrifuge plus (superspeed, ultra speed)	GLPCENPLUSNP	GLPCENPLUSIW	GLPCENPLUSAW
Cold storage	GLPCOLDNP	GLPCOLDIW	GLPCOLDAW
Incubator	GLPINCNP	GLPINCIW	GLPINCAW
Shaker	GLPSHKNP	GLPSHKIW	GLPSHKAW
Water purification system	GLPWPNP	GLPWPIW	GLPWPAW

GMP service plan

Equipment type	Cat. No.		
	New purchase (NP)	In warranty (IW)	After warranty (AW)
Biological safety cabinet	GMPBSCNP	GMPBSCIW	GMPBSCAW
Centrifuge (standard)	GMPCENSTDNP	GMPCENSTDIW	GMPCENSTDAW
Centrifuge plus (superspeed, ultra speed)	GMPCENPLUSNP	GMPCENPLUSIW	GMPCENPLUSAW
Cold storage	GMPCOLDNP	GMPCOLDIW	GMPCOLDAW
Incubator	GMPINCNP	GMPINCIW	GMPINCAW
Shaker	GMPSHKNP	GMPSHKIW	GMPSHKAW
Water purification system	GMPWPNP	GMPWPIW	GMPWPAW