



TruService preventative maintenance plan

Supporting optimal bioprocess equipment performance

Our modern automation and control equipment is reliable and requires very little servicing. However, some processes can be chemically or biologically aggressive, causing equipment and instruments to need maintenance, calibration, or replacement parts.

To maximize uptime, fully qualified field service engineers are available for telephone and remote support. Tasks can be performed by site maintenance personnel, but when help is required, our service team is on call for support.

The Thermo Scientific™ TruService™ solution can provide the right balance between the service you require for your equipment and your budgetary needs.

The TruService preventative maintenance plan includes:

- Equipment evaluation including bioprocess controller and single-use hardware checks
- Physical inspection for condition and functionality
- Recommendation of precautionary repairs
- 20% discount on spare parts

As part of the equipment evaluation, our team will perform extensive checks to both the equipment and the controllers to help ensure your process is running as efficiently and optimally as possible. These checks include:

Thermo Scientific™ HyPerforma™ bioprocess automation and controller check

- Power supply and uninterrupted power supply (UPS) condition
- Functional checks
 - E-stop
 - Agitator
 - Vessel and jacket temperatures
 - pH and dissolved oxygen (DO) control
 - Vessel weights
 - Pump output
- Gas manifold communication and functionality
- Review errors, alarms, and events
- Relevant hotfixes and any updates necessary
- Thermo Scientific™ TruBio™ software updates and verification of load/save files
- DeltaV™ software



Thermo Scientific™ HyPerforma™ bioprocess single-use hardware check

- Pre-system visual check
- Pressure safety valve condition
- Drive shaft inspection
- Control and functional checks
 - Warning light functionality
 - Pressure transmitter function
 - Weight transmitter function
 - Analytical transmitter function
 - VFD configuration
 - Motor condition
- Gear motor and drive system
 - Condition inspection
 - Bearing locking mechanism inspection
 - Safety cover and locking mechanism check
 - Verification of agitator function, direction, and speed
- Safety check
 - Integrity of door hinges and latches
 - Drive brackets
 - E-stop
- Functional checks
 - Temperature system
 - Pressure system
 - Weight system
 - Ancillary equipment
 - Spare part inventory check





Call or email today for service details

Our maintenance approach is aimed at improving your equipment performance, uptime, and overall reliability. Our service coordination specialists will work with you to define and implement an effective service plan and then allocate suitable resources to maintain your equipment. Our approach will take into account your workflow, process strategy, and schedule in order to create a balanced support plan that is tailored to your needs.

To help ensure continuous, high-quality performance of your equipment, we highly recommend routine calibration of all instruments and process controls. Outside of the preventative maintenance plan, we offer calibration of mass flow controllers (MFCs) at a designated metrology lab and encourage the calibration of other pieces of hardware through your internal metrology group or through third-party vendors.

We believe that maintenance is not a cost to be minimized but a process to be optimized. We minimize downtime by scheduling preventative maintenance visits 90 days in advance, allowing us to work around your production schedule.

Contact your local Thermo Fisher Scientific service and sales representative to help you determine the best service plan for your needs, or contact a service coordination specialist:

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