



Ion Torrent next-generation sequencing

Flexible service plans help protect your instruments—and your investment.

From sample preparation to data analysis, more laboratories can now adopt powerful next-generation sequencing technology to get answers fast—with increased throughput, higher accuracy, and the simplest workflow. Ion PGM™ and Ion Proton™ Sequencers offer a simple and fast workflow, low cost per sample, and high sensitivity for multiple basic and clinical research applications—all on an instrument that is a fraction of the cost of the alternative.

Thermo Fisher Scientific is your partner to help increase laboratory productivity to support your scientific and business success. Protect your investment with these service plans.

Find out more at [thermofisher.com/instrumentservices](https://www.thermofisher.com/instrumentservices)

ThermoFisher
SCIENTIFIC

On-site service plans

Designed to support larger instruments, our on-site service plans accommodate a range of budgets and needs. They're ideal for our engineer-installed real-time PCR, genetic analysis, capillary electrophoresis, and next-generation sequencing instruments.

AB Complete

This plan is ideal for laboratories that require the highest level of service, as well as the peace of mind that the performance of their instruments and systems is regularly monitored and maintained. Qualification services for your instruments and priority next-business-day* response set AB Complete apart from other service plans. This plan also provides on-site application consulting, which helps to optimize a customer's protocols, methods, and workflows.

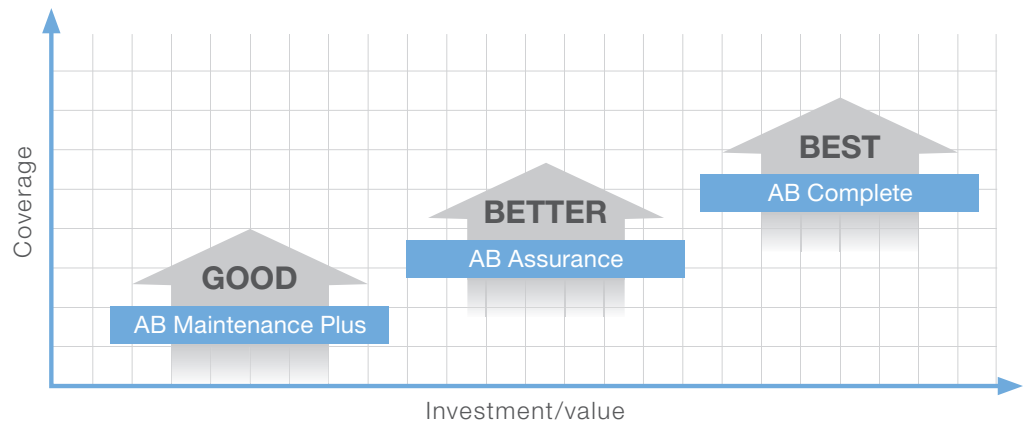
* Response times vary by region.

AB Assurance/ Extended Warranty

AB Assurance is ideal for laboratories that heavily utilize their instruments, and helps to reduce the risk of downtime by providing proactive maintenance service. Should your instrument require a repair, the AB Assurance coverage includes parts, labor, and travel at no additional cost.

AB Maintenance Plus

A service plan designed to maximize instrument performance even on a limited budget, AB Maintenance Plus is ideal for laboratories that don't have critical availability needs. This plan includes an annual planned maintenance at no additional charge, and a discount on parts, labor, and travel for billable repair services.



The best time to buy service is at the time of instrument purchase

- Protect your technology investments
- Greater discounts for bundling instrument and service together
- Multiyear plans provide immunity to annual price increases
- Service plans are easier to budget than "breakdown" service repairs

You can save as much as 27%¹ on instrument care through the purchase of a service plan.

1. Savings based on replacements of major components in a single year.

Service & Support Solutions

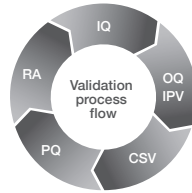
Compliance and validation services

We've designed our compliance services to help you balance business and regulatory requirements. From risk assessment and hardware/software qualification to full system validation, we can partner with you.

Depending on your regulatory requirements, these services may be necessary to comply with CAP, CLIA, ISO, GMP, USDA, and other standards. All services come with audit-ready documentation.

- **Installation Qualification (IQ)**

Verifies and documents that your instruments are installed per Thermo Fisher specifications.



- **Operation Qualification/Instrument Performance Verification (OQ/IPV)**

Verify that your instruments, at the time of testing, are performing according to manufacturer specifications. Our OQ/IPV service verifies and records performance after installation, repetitive use, and major service events.

- **Computer System Validation (CSV)**

Support your compliance efforts with testing to verify that electronic records are accurate, are securely maintained, and meet GAMP™ 5 guidelines.

- **Performance Qualification (PQ)**

This provides testing and results to verify that your instrument is working to Thermo Fisher specifications. (PQ is an IPV performed on a CE-IVD or FDA-cleared instrument.)

- **Risk Assessment (RA)**

Identify opportunities for improving your procedures, training, and validation processes—to help ensure your laboratory is running at top productivity levels.

DataSafe™ solutions

Central and secure storage of next-generation sequencing (NGS) data is critical to the success of your organization. The ability to store and protect the data generated from your sequencers contributes to streamlined data management and offers safeguards against disasters. We partner with you to provide a scalable, turnkey cross-platform data storage and backup solution.

SmartStart support

We know that for many labs, initial setup and orientation is not enough to get your workflow optimized. SmartStart support is designed to get your lab up and running quickly and to help meet your growth and workload needs. It provides a full day of on-site consultation to help with your workflow, on-call bioinformatics support throughout the year to help ensure data proficiency, and a health check to help ensure continued success.

(SmartStart orientation is a complimentary service on select products. Contact your sales representative for more information.)

Bioinformatics services

Our bioinformatics services will help you customize your experimental design, optimize workflows, uncover new opportunities, and get the most from your Ion Torrent™ systems and software.

Learn more at thermofisher.com/biofxservices

Planned maintenance

For our plan customers, we automatically schedule routine maintenance visits, where field service engineers (FSEs) verify, inspect, calibrate, and clean your instruments to help ensure they're performing according to specifications.

Remote monitoring and diagnostics

We also offer a real-time remote instrument monitoring service that helps you maximize system uptime and improve productivity. Thermo Fisher Scientific service engineers and the Remote Service Center support team are notified when a situation is developing or exists that could lead to instrument problems or failure. This proactive monitoring allows us to take action before you experience unscheduled instrument downtime.

Application and instrument training

Our application and instrument training programs are led by scientists who aim to enhance your workday through experimental design best practices, workflow training, and instrument troubleshooting. Hands-on classes are available at our Thermo Fisher training centers or in your lab.

Technical support

Access the free online Instrument Management tool that enables faster responses to requests for service or service quotes, plus instant connection to key instrument and service information.

Protect your investment with these service plans.

Service plans at a glance

Service plans at a glance	On-site service plans		
	AB Maintenance Plus	AB Assurance	AB Complete
On-site response time	Target 2 business days*	Guaranteed 2 business days*	Guaranteed next business day*
Scheduled on-site planned maintenance (PM)	✓	✓	✓
Remote instrument diagnostics	✓	✓	✓
Parts, labor, and travel for repair	10% discount optional add-on in selected regions	✓	✓
Computer repair and replacement		✓	✓
Priority access to remote service engineer		✓	✓
Requalification post-PM and critical repairs			✓
Field application scientist troubleshooting			✓

* Response times vary by region.

Manage your instrument use and care online.

Instrument service history, field service reports, service contracts, and warranty status available free at thermofisher.com/easiertomanage



Find out more at thermofisher.com/instrumentservices