



Services and support

Keep changing lives. We've got your back.

Your work and our services—a winning combination for rapid results

The gratification that accompanies a definite answer is a reward in itself. It's a feat that requires a lot of time, effort, and thorough testing. Through all the challenges you may face, the best way we can support your efforts is with our cutting-edge services and expertise. From 24/7 support and a 98% uptime guarantee*, to continuing education, to direct access to more than 2,000 OEM-certified service professionals, we're here to help you reap those rewards with complete confidence in your instruments and systems.

Trusted by

10,000+

clinical customers globally

Essentials for clinical labs

Essential 1: Uptime

- If you need rapid-response, on-site support** and 24/7/365 Priority Technical Support:

AB Platinum Service Plan—Raise your testing confidence even higher with a service plan that promises the total lab support you need to deliver reliable patient results. The AB Platinum plan's enhanced features include rapid-response, on-site support**, Priority Technical Support, comprehensive repair coverage, planned maintenance, digital remote support, qualification services, training by a field application scientist (FAS), and a 98% uptime guarantee.*

Plan to stay up and running at thermofisher.com/abplatinum

- If you need assurance that you'll have fast response times and efficient issue resolution:

AB Assurance Service Plan—Enjoy peace of mind with our most popular instrument service plan. The AB Assurance plan offers fast response times, issue resolution, built-in planned maintenance, and less guesswork with all standard repair costs included.

Explore the AB Assurance Service Plan at thermofisher.com/abassurance



98%

uptime guarantee*

70%

remote issue resolution with our digital tools



Essential 2: Compliance and validation

- If your instrument is in a validated workflow, or if you need to document that it is performing within manufacturer specifications:

Qualification services (IQ/OQ/PQ or IPV)—Get support for regulatory and industry standards with our manufacturer-trained and -certified field service engineers.

Get started at thermofisher.com/iqoqpq

- If your computer systems need to meet FDA 21 CFR 11.10(a), GAMP™ 5, or EU Annex 11 data requirements for compliance:

Computer system validation (CSV)—Get help to save time and control costs when you engage our specialists to guide you through the validation process documenting your data security, auditing, and e-signature software features.

Find the information you need at thermofisher.com/csv

- If you need to validate that the workflow and results of your next-generation sequencing (NGS) or qPCR-based assays or panels are meeting your quality and regulatory requirements:

Analytical validation (AV) consulting services—Allow our team of specialists to help you save time and control costs by completing your validation up to 75% faster and reducing your costs by up to 50% than doing it yourself.

Find out more at thermofisher.com/av

Essential 3: Training

- If you are looking to expand or refresh your team's knowledge on specific workflows, applications, and instruments:

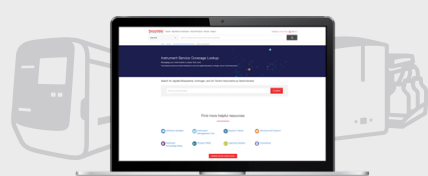
Education services—Craft a learning program to fit your team, your workflows, and your budget. Virtual and in-person options are here to help you get the most from your instruments, assays, and reagents.

Explore our courses at thermofisher.com/educationservices

100+
courses



Our services advantage



Supporting **over 43,000 instruments** in the clinical market

See if yours is covered at thermofisher.com/myinstrument

Our services and support teams **hold more advanced degrees** than those at other suppliers and they receive regular recertification. Can your third-party service provider say that?

Explore our services and support solutions at thermofisher.com/instrumentservices

* Terms and conditions apply. For complete details, go to thermofisher.com/uptime.

** Rapid-response, on-site support within the next business day is subject to regional availability.