

Services and support

**Keep
changing
lives.
We've got
your back.**



AB Platinum instrument service plan: 24/7/365 priority technical support and rapid-response on-site support

Stakes are high during a global pandemic. Raise your level of testing confidence even higher with a service plan that promises the total lab support you need to deliver reliable patient results at this critical time.

The AB Platinum service plan's enhanced features maximize the uptime of your Thermo Scientific™ KingFisher™ and Applied Biosystems™ instruments, and keep you focused on the fight.



98% uptime guarantee*

Get the total support that a pandemic demands. The AB Platinum instrument service plan's enhanced features maximize your uptime to keep you focused on the fight.



Priority Technical Support

Every minute counts when an issue threatens your productivity. The AB Platinum instrument service plan gives you 24/7 priority phone and email access to remote technical service and support specialists—365 days a year—to triage, troubleshoot, and resolve issues, including those related to digital and remote capabilities for connected instruments.**



Qualification services

Documenting that your instruments are performing within manufacturing specifications is a vital step for your lab. The AB Platinum instrument service plan provides qualification services after planned maintenance visits and following any major repairs.



Rapid-response on-site support

Getting on-site support shouldn't require long waits that leave your work idle. Our field service engineers will be at your location within the next business day of your request.†



FAS training

We help you get the most out of your investment. In addition to instrument training, the AB Platinum instrument service plan includes a 2-hour remote field application scientist (FAS) consultation.



Planned maintenance

Proactive instrument maintenance is the best way to help keep your system working at its best. Planned maintenance is included per requirements.



Comprehensive repair coverage

Repairs don't have to result in extended delays. Our unlimited comprehensive repair coverage allows you to keep your work moving.



Digital remote support

Support technologies should be as innovative as the systems they serve. The AB Platinum instrument service plan includes pioneering on-demand tools and capabilities such as remote support using augmented-reality technology, instrument-driven support, and on-demand instrument training.

Ordering information

Product	Cat. No.
Service plans††	
AB Platinum for Applied Biosystems QuantStudio 5 Real-Time PCR System, 96-well, 0.2 mL	ZGP1SCQS5STD
AB Platinum for Applied Biosystems QuantStudio 5 Real-Time PCR System, 96-well, 0.1 mL	ZGP1SCQS5FAST
AB Platinum for Applied Biosystems QuantStudio 5 Real-Time PCR System, 384-well	ZGP1SCQS5384
AB Platinum for Applied Biosystems QuantStudio 5 Dx Real-Time PCR System (US-IVD and CE-IVD)	ZGP1SCQS5DX
AB Platinum for Applied Biosystems QuantStudio 6 Flex Real-Time PCR System	ZGP2SCQSTUDIO6FLEX
AB Platinum for Applied Biosystems QuantStudio 6 Pro Real-Time PCR System	ZGP1SCQSTUDIO6PRO
AB Platinum for Applied Biosystems QuantStudio 7 Flex Real-Time PCR System	ZGP2SCQSTUDIO7FLEX
AB Platinum for Applied Biosystems QuantStudio 7 Pro Dx Real-Time PCR System, 96-well, 0.2 mL (US-IVD—US only)	ZGP1SCQS7PRODX
AB Platinum for Applied Biosystems QuantStudio 7 Pro Real-Time PCR System	ZGP1SCQSTUDIO7PRO
AB Platinum for Applied Biosystems QuantStudio 12K Flex Real-Time PCR System	ZGP1SCQSTUDIO12K
AB Platinum for Applied Biosystems QuantStudio 12K Accufill System	ZGP1SCACUFILQS12K
AB Platinum for Applied Biosystems QuantStudio 12K Flex Real-Time PCR System, OpenArray block	ZGP1SCQSTUDIO12KOA
AB Platinum for Applied Biosystems 7500 Fast Dx Real-Time PCR System	ZGP2SC7500FASTDX
AB Platinum for Applied Biosystems 7500 Fast Real-Time PCR System	ZGP2SC7500FAST
AB Platinum for Applied Biosystems 7500 Real-Time PCR System	ZGP2SC7500
AB Platinum for Thermo Scientific KingFisher Flex Purification System, 96 deep-well	ZGP2SCKF96DW

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

** Priority Technical Support is available in the English language only.

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

†† AB Platinum application support offered for customers using our EUA, IVD, or CE-IVD approved workflows; limited application support for non-regulated RUO or LDT workflows.

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