

Services and support for the MiniAmp thermal cyclers

Flexible options to get you up and running fast and to protect your investment



Applied Biosystems™ MiniAmp™ thermal cyclers deliver the reliability you've come to expect from Applied Biosystems™ technology in a compact, personal-sized instrument. Upgrade to the Applied Biosystems™ MiniAmp™ Plus Thermal Cycler for just the features you need for PCR optimization, including three independent temperature zones in VeriFlex™ Blocks.



Service plans help protect your investment

Whether your laboratory requires the highest service levels and adherence to stringent regulatory guidelines, or you need to maximize performance with a limited budget—or anything in between—we'll work with you to develop a solution that best suits your needs.



Flexible service plans help reduce downtime

Every MiniAmp and MiniAmp Plus Thermal Cycler comes with a two-year warranty. Extended-coverage service plans are also available at the time of instrument purchase. Combining an extended warranty with your instrument purchase can help extend the life of your investment and provide you with the support you need to keep your instrument running.



Multiplex dynamic temperature verification (MDTV)

Frequent verification of your thermal cyclers helps assess the accuracy and uniformity of the PCR block. This helps ensure that you obtain optimal performance from your PCR instrument and have the necessary documentation for accreditation.

Proper care of your PCR system, including yearly temperature verification, can help:

- Save you from unexpected PCR instrument downtime
- Minimize downstream application costs
- Preserve valuable samples that could be lost due to inaccurate readings

Watch the video “Five reasons to verify your thermal cycler accuracy” at thermofisher.com/mdtv.

Rapid Exchange (REX) service

If your instrument needs repair, just call our remote service center and we'll send you a factory-certified, refurbished, replacement instrument within one business day from the time we determine a replacement is required. Instruments are typically received within three business days of shipment and are yours to keep. All parts, labor, and shipping charges are included, and existing warranty contracts will be transferred to replacement units. Rapid Exchange is ideal for customers with user-installable instruments that do not require consistency in asset tagging, and for those operating under critical timelines.

AB Repair Center (ABRC) Support

Add additional years of warranty coverage to your existing manufacturer's limited warranty with ABRC Support. Factory-trained engineers will maintain and repair your instrument at our remote service center. Just mail us your instrument; we'll repair it or perform any needed maintenance, then ship it back to you within three weeks. All parts, labor, and shipping charges are included in the service.

ABRC Support is ideal for customers in regulated environments that must maintain asset tagging consistency to comply with regulated protocols.

Service	Rapid Exchange	ABRC Support
Repair time	Replacement shipped out in 1 business day	Your instrument repaired and returned in ~3 weeks*
Off-site repair service including shipping, parts, and labor	•	•
High-priority telephone and email access to our remote service center	•	•

* For added convenience upgrade to ABRC Support Plus contract which includes a loan instrument to be shipped within 1 business day.

Ordering information

Product	Cat. No.
MiniAmp Thermal Cyclers	A37834
MiniAmp Thermal Cyclers with 3-year ABRC Support including loan instrument**	A38082
MiniAmp Thermal Cyclers with 3-year Rapid Exchange**	A38080
ABRC Support for MiniAmp Thermal Cyclers	ZG03SCMINIAMP
ABRC Support for MiniAmp Thermal Cyclers including loan instrument	ZG04SCMINIAMP
Rapid Exchange for MiniAmp Thermal Cyclers**	ZGEXSCMINIAMP
MDTV for MiniAmp Thermal Cyclers	ZGVMSCMINIAMP
MiniAmp Plus Thermal Cyclers	A37835
MiniAmp Plus Thermal Cyclers with 3-year ABRC Support including loan instrument**	A38078
MiniAmp Plus Thermal Cyclers with 3-year Rapid Exchange**	A38076
ABRC Support for MiniAmp Plus Thermal Cyclers	ZG03SCMINIAMPPL
ABRC Support for MiniAmp Plus Thermal Cyclers including loan instrument	ZG04SCMINIAMPPL
Rapid Exchange for MiniAmp Plus Thermal Cyclers**	ZGEXSCMINIAMPPL
MDTV for MiniAmp Plus Thermal Cyclers	ZGVMSCMINIAMPPLUS

** Packages and the Rapid Exchange service plan are not available in all regions. Contact your services and support representative for availability in your region or go to thermofisher.com/instrumentservices.

Find out more at thermofisher.com/instrumentservices

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