



Professional services for the Attune NxT Flow Cytometer

Purchase your service plan and instrument together for maximum benefit and value

The Invitrogen™ Attune™ NxT Flow Cytometer is a benchtop analyzer that uses a revolutionary acoustic-focusing technology to align cells prior to interrogation with a laser. Now with the flexibility to create a customized 4-laser, 14-color system, the Attune NxT cytometer is designed to accommodate existing experimental protocols and lab budgets.

As your partner in increasing productivity, we offer service plans to support your scientific and business success.

Benefits at a glance

- On-site response time (guaranteed 2 business days*)
- Scheduled on-site planned maintenance (PM)
- Remote instrument diagnostics
- Parts, labor, and travel for repair
- Computer repair and replacement
- Priority access to remote service engineer

* Response times vary by region. Excludes plate readers and washers.

Service plans

AB Complete

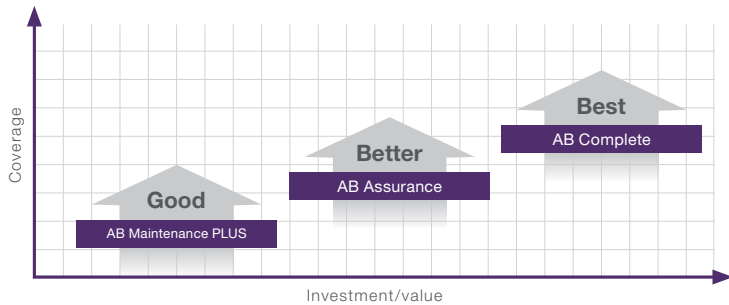
This plan is ideal for laboratories that require the highest level of service, as well as the peace of mind that they're getting the most possible out of their instruments and systems. Qualification services for your instruments and priority next-business-day response set AB Complete apart from other service plans. This plan also provides on-site application consulting to help optimize your protocols, methodologies, and workflows.

AB Assurance/extended warranty

This plan ensures that you will not be charged for replacement parts or labor fees if system trouble occurs. All costs associated with instrument repairs, including engineer dispatch charges, hourly labor rates, computer repair/replacement, and non-consumable covered parts, are included in AB Assurance coverage.

AB Maintenance PLUS

This is 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 and for those with the internal resources and expertise to maintain instrumentation on an ongoing basis. This plan also includes annual planned maintenance and discounts on parts and labor.



Service plans at a glance

	AB Complete	AB Assurance	AB Maintenance PLUS
On-site response time	Guaranteed by next business day*	Guaranteed within 2 business days*	Target of 2 business days*
Scheduled on-site PM	•	•	•
Remote instrument diagnostics	•	•	•
Parts, labor, and travel for repair	•	•	
Computer repair and replacement	•	•	
Priority access to remote service engineer	•	•	
Requalification post-PM and after critical repairs	•		
Troubleshooting from field applications scientist	•		

* Response times vary by region. Excludes plate readers and washers.

Service and support solutions

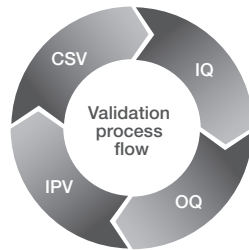
SmartStart orientation

Attune™ NxT Flow Cytometers include SmartStart™ orientation to get you up and running quickly in your lab. The orientation includes basic familiarization and setup with both Thermo Fisher™ Cloud and online instrument management.

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)

Validate that your instruments are delivered and installed per Thermo Fisher Scientific specifications.

Operation qualification/instrument performance verification (OQ/IPV)

Verify that your instruments at the time of testing are performing at their peak. 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 generated, accurate, securely maintained, and meet GAMP™ 5 guidelines.

Planned maintenance

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

Remote monitoring and diagnostics

We provide a real-time remote instrument monitoring service that helps you maximize system uptime and improve productivity. Our 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.

Training courses

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 training centers or in your lab.

Technical support

If you have questions about product selection or use, assay or experiment design, data analysis, or troubleshooting, contact our team of technical support scientists or access our online product and application support tools or access the NGS Support Center.

Ordering information

Product	Cat. No.
Attune NxT 1-laser system package	
Attune NxT Flow Cytometer (blue), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39344
Attune NxT 2-laser system packages	
Attune NxT Flow Cytometer (blue/green), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39345
Attune NxT Flow Cytometer (blue/red), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39349
Attune NxT Flow Cytometer (blue/violet), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39354
Attune NxT Flow Cytometer (blue/violet), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39355
Attune NxT Flow Cytometer (blue/yellow), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39358
Attune NxT 3-laser system packages	
Attune NxT Flow Cytometer (blue/red/green), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39346
Attune NxT Flow Cytometer (blue/violet/green), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39347
Attune NxT Flow Cytometer (blue/red/violet), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39350
Attune NxT Flow Cytometer (blue/red/yellow), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39353
Attune NxT Flow Cytometer (blue/red/violet), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39356
Attune NxT Flow Cytometer (blue/violet/yellow), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39357
Attune NxT 4-laser system packages	
Attune NxT Flow Cytometer (blue/red/violet/green), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39348
Attune NxT Flow Cytometer (blue/red/violet/yellow), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39351
Attune NxT Flow Cytometer (blue/red/violet/yellow), 1-year extended warranty plan, and 2-day SmartStart orientation (customer site)	A39352

Ordering information

Product	Cat. No.
Attune NxT 1-laser system service plans	
AB Complete including 1 PM	ZG21SCATTUNEB
AB Assurance/extended warranty including 1 PM	ZG11SCATTUNEB
AB Maintenance PLUS including 1 PM	ZG51SCATTUNEB
Attune NxT 2-laser system service plans	
AB Complete including 1 PM	ZG21SCATTUNEBVRY
AB Assurance/extended warranty including 1 PM	ZG11SCATTUNEBVRY
AB Maintenance PLUS including 1 PM	ZG51SCATTUNEBVRY
Attune NxT 3-laser system service plans	
AB Complete including 1 PM	ZG21SCATTUNEBRVBVY
AB Assurance/extended warranty including 1 PM	ZG11SCATTUNEBRVBVY
AB Maintenance PLUS including 1 PM	ZG51SCATTUNEBRVBVY
Attune NxT 4-laser system service plans	
AB Complete including 1 PM	ZG21SCATTUNEBRBVBY
AB Assurance/extended warranty including 1 PM	ZG11SCATTUNEBRBVBY
AB Maintenance PLUS including 1 PM	ZG51SCATTUNEBRBVBY
Orbitor RS Microplate Mover	
AB Protection	ZG30SCORBROBNXT
Qualification services for Attune NxT Flow Cytometer	
Operation Qualification and Instrument Performance Qualification (IQ/IPV)	4465413
Installation Qualification and Operation Qualification (IQ/OQ)	4465445

invitrogen

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

ThermoFisher
S C I E N T I F I C

For Research Use Only. Not for use in diagnostic procedures. © 2018 Thermo Fisher Scientific Inc. All rights reserved. All trademarks are the property of Thermo Fisher Scientific and its subsidiaries unless otherwise specified. GAMP is a trademark of the International Society for Pharmaceutical Engineering, Inc. **COL06885 0618**