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We've got  
your back.



Services and support

## Getting started with the CytoScan Cytogenetics Suite

### Installation, training, and support resources overview

With our comprehensive onboarding service and support offerings for the Applied Biosystems™ CytoScan™ Cytogenetics Suite solution, you'll have everything you need to prepare your lab, train your staff, and transition from starting up to ramping up in the shortest possible time.

The team of experienced professionals at Thermo Fisher Scientific, including technical sales specialists, field service engineers (FSEs), field application scientists (FASs), and clinical application consultants (CACs), will provide you with complete support from initial planning to routine implementation.



## Our onboarding and training includes:



### Planning

- Before installation, we will define the expected timelines for installation and training along with the service and support options available to you.
- A ramp-up plan optimized for your laboratory will be reviewed, detailing steps from startup to routine use.



### Laboratory preparation

- Your local FAS will discuss requirements for optimal laboratory space, equipment, and consumables, using the Site Preparation Guide and Checklist.
- A comprehensive pre-training and installation readiness assessment will be conducted using the Equipment and Consumable Checklist.



### Installation

- Our onboarding team will coordinate with logistics to ensure all instrumentation, reagents, and consumables supplied by Thermo Fisher Scientific reach your lab in a timely manner.
- When your lab is ready, an FSE qualified by Thermo Fisher Scientific will schedule and conduct the instrument installation and qualification, or verification.



### Assay training and proficiency

- Hands-on Applied Biosystems™ CytoScan™ Assay training, led by your FAS, will take place over the course of two consecutive weeks, involving two separate assay workflow runs.
- A signed certificate of completion and training report will be provided at the conclusion of the training.



### Software training

- Our training program also includes up to 10 hours of Applied Biosystems™ Chromosome Analysis Suite (ChAS) software support to help ensure complete comfort with typical workflows as well as routine and advanced features.



### Routine-use service and support

- Our application support teams have extensive experience with the CytoScan Assays and are available to answer your questions after training completion, remotely or in person when needed.
- Maximize system uptime, reduce repair costs and turnaround time, extend the life of your instrument, and help keep it running at peak performance with one of our comprehensive service plans.
- Performance qualification is available for specific instrument systems.

## Ordering information

| Description  | Cat. No.       |
|--|----------------|
| <b>GeneChip Scanner 3000 service plans</b>   |                |
| <b>GeneChip Scanner 3000 7G System</b>   |                |
| AB Assurance Plan with 1 planned maintenance   | ZG11SCGC30007G |
| Add-on limited array warranty  | ZGAKSCGC30007G |
| AB Assurance Plan with 1 planned maintenance for each additional fluidics station                        | ZG11SCFS450    |
| Installation Qualification (IQ)/Operational Qualification (OQ)/Instrument Performance Verification (IPV) | A37015         |
| <b>GeneChip System 3000DX v.2</b>  |                |
| AB Assurance <i>In Vitro</i> Diagnostics Plan with 2 planned maintenances and 2 OQs                      | ZGD2SCGC3KDXV2 |
| Add-on limited array warranty  | ZGAKSCGC3KDXV2 |
| AB Assurance Plan with 2 planned maintenances for each additional fluidics station                       | ZG12SCFS450DX2 |
| Installation Qualification (IQ)/Operational Qualification (OQ)/Performance Qualification (PQ)            | A53488         |
| <b>CytoScan Assay training options*</b>  |                |
| CytoScan Assay new user 4-day training (automated or manual)   | 000.802        |
| CytoScan XON Assay new user 4-day training   | TRN00810       |
| CytoScan Dx Assay new user certification 4-day training  | 000.883        |

Additional training options are available to meet your unique needs.

\* Required training consumables not included.

Learn more at [thermofisher.com/microarrayanalysis](https://thermofisher.com/microarrayanalysis)

applied biosystems

Intended use of the products mentioned vary. For specific intended use statements, please refer to the product label.

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