



Service and support for KingFisher purification systems

Flexible options to help support your lab and protect your investment

Successful downstream analysis depends on high-quality, reproducible purification of nucleic acids, proteins, and cells. Thermo Scientific™ KingFisher™ purification systems are designed to deliver high-quality results with minimal hands-on time, automating a significant part of your workflow. Thermo Fisher Scientific is your partner in increasing laboratory productivity to support your scientific and business success.



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

Extended coverage service plans are also available at the time of instrument purchase. Included with our highest-valued service plans, annual planned maintenance (PM) visits for routine inspection and instrument care help avoid unnecessary downtime, reduce strain on laboratory staff, and can extend the life of your instruments.

On-site service plans

Every KingFisher purification system comes with a one-year warranty. Extended coverage service plans are also available at the time of instrument purchase. Choose a plan that best fits your lab's requirements or select from one of the convenient bundles.

AB Assurance/extended warranty

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 the AB Assurance coverage.

AB Maintenance PLUS

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 covers annual planned maintenance.

Planned Maintenance

For our plan customers, your field service engineer (FSE) will contact you to schedule the PM. During the PM, your FSE will clean, inspect, and calibrate your instrument to ensure that it is performing to Thermo Fisher specifications.

Qualification services

Qualification services fit within your validation process

Practices (GLP), Good Manufacturing Practices (GMP), Good Clinical Practices (GCP), ISO 9000, and other standards.

Installation qualification (IQ) verifies that, at the time of testing, the customer's system was received as ordered and installed according to the manufacturer's specifications. It also establishes that the laboratory environment is suitable for operation of the system.

Operational qualification (OQ) verifies that, at the time of testing, the customer's instrument sub-systems are functioning according to operational specifications per the manufacturer. It also verifies that the equipment operates consistently within established limits and tolerances over the defined operating ranges per the manufacturer's specifications.

Instrument performance verification (IPV) verifies that, at the time of testing, the customer's instrument system is performing according to the manufacturer's specifications (For Research Use Only identified systems).

SmartStart orientation

KingFisher™ purification systems 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.

On-site service plans at a glance

Product	AB Assurance extended warranty	AB Maintenance PLUS
Standard on-site response time	Guaranteed within 2 business days*	Target of 3 business days*
Scheduled on-site PM	•	•
Remote instrument diagnostics	•	•
Priority access to technical support (Monday–Friday, standard business hours)	•	•
Parts, labor, and travel for repair	•	
Computer repair and replacement	•	
Priority access to remote service engineer	•	

* After receipt of a purchase order. Response times vary by region.

Ordering information

Product	Cat. No.
Instrument service packages	
KingFisher Duo Prime Purification System, SmartStart orientation, and 1-year extended warranty plan	A39951
KingFisher Duo Prime Purification System and SmartStart orientation	A39956
KingFisher Flex Purification System with 96 well head and KF heating blocks, SmartStart orientation, and 1-year extended warranty plan	A39952
KingFisher Flex Purification System with 96 well head and KF heating blocks and SmartStart orientation	A39966
KingFisher Flex Purification System 96 PCR head and heating block, SmartStart orientation, and 1-year extended warranty plan	A39953
KingFisher Flex Purification System with 96 PCR head and SmartStart orientation	A39967
KingFisher Flex Purification System with 24 deep well head, SmartStart orientation, and 1-year extended warranty plan	A39954
KingFisher Flex Purification System with 24 deep well head and SmartStart orientation	A39968
KingFisher Flex Purification System with 96 deep well head, SmartStart orientation, and 1-year extended warranty plan	A39955
KingFisher Flex Purification System with 96 deep well head and SmartStart orientation	A39969

Ordering information

Product	Cat. No.
Instrument service plans*	
AB Assurance plan for the KingFisher Flex Purification System with 24 deep well head	ZG11SCKF24DW
AB Assurance plan for the KingFisher Flex Purification System with 96 deep well head	ZG11SCKF96DW
AB Assurance plan for the KingFisher Duo Prime Purification System	ZG11SCKFDUOPRIME
AB Assurance plan for the KingFisher Presto Purification System with 24 deep well head	ZG11SCKFP24DW
AB Assurance plan for the KingFisher Presto Purification System with 96 deep well head	ZG11SCKFP96DW
AB Assurance plan for the KingFisher Magnetic Particle Processor	ZG11SCKFMP
AB Assurance plan for the KingFisher mL Purification System	ZG11SCKFML
AB Maintenance PLUS for the KingFisher Flex Purification System with 24 deep well head	ZG51SCKF24DW
AB Maintenance PLUS for the KingFisher Flex Purification System with 96 deep well head	ZG51SCKF96DW
AB Maintenance PLUS for the KingFisher Duo Prime Purification System	ZG51SCKFDUOPRIME
AB Maintenance PLUS for the KingFisher mL Purification System	ZG51SCKFML
AB Maintenance PLUS for the KingFisher Presto Purification System with 24 deep well head	ZG51SCKFP24DW
AB Maintenance PLUS for the KingFisher Presto Purification System with 96 deep well head	ZG51SCKFP96DW
AB Maintenance PLUS for the KingFisher Magnetic Particle Processor	ZG51SCKFMP
Qualification services	
Installation Qualification and Operation Qualification for the KingFisher Purification System—all heads	A29084
Operation Qualification and Instrument Performance Qualification for the KingFisher Flex Presto System—all heads	A29340

* All AB Assurance and AB Maintenance PLUS contracts include a PM service.

Find out more at thermofisher.com/instrumentservices

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