

Services and support

**Keep advancing with new technology. We've got your back.**

Get superior service and support to maximize your investment



**A standard of support that's a cut above**

Thermo Fisher Scientific offers a comprehensive range of services and support to keep your Applied Biosystems™ QuantStudio™ 7 Pro Dx Real-Time PCR System performing at peak level. Your instrument purchase comes with a standard 1-year factory warranty, customer concierge services, SmartStart Orientation, and an advanced digital service ecosystem built right into the instrument. Extended warranty coverage is also available at the time of purchase for total peace of mind.

**Get started with our Global Customer Concierge Services\***

Count on our dedicated customer concierge services for an exceptional and seamless experience implementing your QuantStudio 7 Pro Dx Real-Time PCR System. From order placement through installation and training, our team is here to streamline and simplify the process by:

- Preparing your laboratory space for a successful installation providing critical documentation and checklists
- Connecting your IT department with our IT specialists to help ensure an easy and secure network connection, so you can take advantage of cutting-edge features and advanced digital support
- Coordinating instrument installation with a highly skilled field service engineer (FSE)
- Scheduling interactive SmartStart Orientation training with an experienced field application scientist (FAS)

**SmartStart Orientation enables your success**

Every QuantStudio 7 Pro Dx Real-Time PCR System comes with SmartStart Orientation to help your team quickly become proficient using the new the software features and instrumentation. Led by an experienced FAS, this interactive course is a 1-day instrument- and software-based training that covers the principles of quantitative real-time PCR and how to use the QuantStudio 7 Pro Dx instrument, Applied Biosystems™ Diomni™ Software, and security, auditing, and e-signature features. The course will cover the following topics:

1. Proper experimental technique
2. Basic workflow
3. Software features and data analysis features
4. Discussion of instrument maintenance

\* Concierge services are available in certain geographies.

## Comprehensive warranty and service plans to protect your investment

Choose from a range of extended-coverage service plans to meet your budget and needs. In addition to the standard 1-year warranty, these plans offer:

- Preventive maintenance
- Access to advanced troubleshooting features, including Smart Help and Remote Support
- Prioritized response time

To build your personalized service quote, go to [thermofisher.com/serviceselector](https://thermofisher.com/serviceselector)

## Enjoy premium coverage with our premier service plan: AB Platinum

The AB Platinum plan is our top-tier total solution designed not only to optimize instrument performance and uptime, but also to provide a seamless experience and prompt resolutions.

Key features of the AB Platinum plan include:

- 98% uptime guarantee\*
- Comprehensive repair coverage
- Rapid-response on-site support\*\*
- Priority Technical Support†
- Qualification services
- Digital remote support
- Additional FAS training (2-hour virtual consultation)

Find out more about the AB Platinum service plan at [thermofisher.com/abplatinum](https://thermofisher.com/abplatinum)

## Digital services and support ecosystem and on-demand support at your fingertips

Your new QuantStudio 7 Pro Dx Real-Time PCR System is equipped with a state-of-the-art ecosystem of digital services and support so you can access our network of over 2,000 trained professionals at the touch of a button. With **Smart Help** you can easily share log and run files to speed up service troubleshooting and, if needed, request a service visit. **Remote Support** features enable our technical team to see your instrument in real time and interact with you on the instrument screen to resolve issues virtually.

Find out how our digital support helps resolve up to 70% of cases in minutes, not days, enabling you to focus on your next scientific breakthrough.

[thermofisher.com/digitalserviceecosystem](https://thermofisher.com/digitalserviceecosystem)



**98% uptime guarantee**  
with the AB Platinum service plan\*



**70% remote resolution**  
using Smart Help and Remote Support features

\* Terms and conditions apply. For complete details, go to the [AB platinum terms and conditions](#).

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

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

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

**applied biosystems**