

Services and support

# AB Assurance Service Plan

Preferred coverage for the Bigfoot Spectral Cell Sorter



The AB Assurance Service Plan is our most popular coverage option, and is designed to take the guesswork out of maximizing instrument uptime. All parts, labor, and travel costs are included for standard repairs, and the annual planned maintenance makes it easy to keep up with instrument care.



**Fast response times and issue resolution**—instruments covered by our AB Assurance plan are prioritized in the repair queue



**Standard repair costs included**—pay no additional costs for parts, labor, and travel associated with standard repairs



**Annual planned maintenance**—covers scheduled on-site service visit to help keep your instrument running as intended

	AB Assurance Service Plan	Services for uncovered instruments
Parts, labor, and travel included	✓	Current billable rates apply
Priority response time for repairs	✓	No priority response
Instrument health tracking*	✓	Included
Annual planned maintenance	✓	Available for purchase separately
Priority access to technical support (Mon–Fri, standard business hours)	✓	Standard access only
Digital remote support and Smart Monitoring*	✓	Not available

\* Feature requires Internet connectivity.

Find out more about the AB Assurance Service Plan at [thermofisher.com/abassurance](https://thermofisher.com/abassurance)

## The services and support advantage



### Services and support excellence

- Remote support tools that help you avoid unnecessary downtime and **reduce the need for on-site visits by 85%**
- **Proactive planned maintenance** to increase instrument uptime



### OEM\* technical expertise

- Unparalleled knowledge and service expertise
- 30 field service engineers certified on the Invitrogen™ Bigfoot Cell Sorter, ready to assist when you need it
- Priority access to **more than 1,400 highly experienced service professionals**



### Proven track record

- More than 35 years of service expertise, delivering seamless support solutions for Applied Biosystems™, Invitrogen™, and Ion Torrent™ instruments



### Global reach

- Delivering consistent service across the globe in **23 countries**
- Committed to providing the fastest response possible, increasing lab productivity and uptime

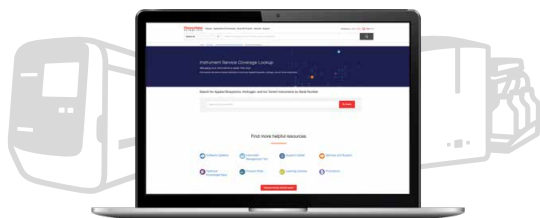
\* OEM refers to original equipment manufacturer.

### Tools of the future, in the hands of the professionals you trust

Included as part of your AB Assurance Service Plan is priority access to our innovative technologies to help drive your important work forward.

Through these immersive, real-time collaboration tools, we can help identify and possibly resolve issues remotely in minutes, helping to eliminate the need for on-site repairs that could keep you idle for days.

Explore the digital service innovations that are moving our service ahead at [thermofisher.com/innovations](https://www.thermofisher.com/innovations).



### Instant service coverage lookup

Managing your instruments is easier than ever with this search tool. Find warranty and service coverage information for all of your Applied Biosystems, Invitrogen, and Ion Torrent instruments. Find your instrument at [thermofisher.com/easiertomanage](https://www.thermofisher.com/easiertomanage).

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