



Because science can't wait

Superior services and support for the Genexus Integrated Sequencer

There's no time for downtime in your lab. Built on more than 35 years of service expertise, our complete service plans for the Ion Torrent™ Genexus™ Integrated Sequencer help keep your lab up and running.

More than 1,000 trained professionals make up the industry's largest global support network, ready to assist you when you need it. And smart features such as Smart Remote Support help keep you productive and focused on making your next discovery.

Service plans help protect your investment

- Maximize system uptime with fast repair turnaround time from manufacturer-trained and certified field service engineers (FSEs)
- Reduce overall repair costs with remote instrument diagnostics and resolution
- Extend the life of your instrument and help keep it running at peak performance with an annual maintenance service plan

Experience superior service and support

To get you up and running quickly, our FSEs will install your Genexus Integrated Sequencer, and our applications scientists will provide hands-on training to show you how to run your new instrument and perform data analysis.

To keep your lab operating at maximum productivity, smart features are included to enable fast and effective diagnosis and resolution of issues.

Installation

- Conducted on-site by a professionally trained FSE

Training

- SmartStart™ Orientation includes hands-on training and an introduction to data analysis



Field service

- Superior support from experienced field service specialists and remote infrastructure

Instrument-driven support

- Ion Torrent™ Genexus™ Software enables customer support archives (CSA)
- CSA generates technical support request
- Easy sharing of log and run files

Smart Remote Support

- Immersive collaboration tool for faster troubleshooting and resolution
- Augmented reality technology with real-time video and audio collaboration
- Advanced remote desktop support tool



SmartStart Orientation enables your success

Every Genexus Integrated Sequencer comes with SmartStart Orientation to help your team quickly become proficient at using your new Ion Torrent system. Led by professional trainers, the orientation provides interactive education that includes application-specific lectures, instrument and software setup, and basic data analysis.



Instrument-driven support speeds resolution

The instrument-driven support feature enables CSA submittal to technical support professionals for comprehensive diagnosis and streamlined issue resolution. Once your log and run files are uploaded, our service professionals will contact you by phone or email for further troubleshooting and resolution.



Smart Remote Support maximizes uptime

Smart Remote Support (SRS) leverages augmented reality technology that includes a real-time video and audio collaboration tool combined with an advanced remote desktop support tool. SRS can reduce service visits, increase first-time fixes, and help reduce instrument downtime from days to minutes compared to on-site repair.



Qualification services help ensure regulatory compliance

Instrument hardware qualifications for the Genexus Integrated Sequencer include installation qualification (IQ), operational qualification (OQ), and instrument performance verification (IPV) to document and verify that instruments are installed, operating, and performing according to manufacturer’s specifications. Qualification services are recommended at installation, after moving the instrument, or after a software or hardware upgrade or critical repair. The qualification services plan includes OQ and IPV after critical repair and planned maintenance (PM). Our qualification specialists will partner with you to deliver timely, cost-effective, and trusted qualification services that include reliable, audit-style documentation that can help ensure your instruments meet regulatory requirements.



Priority support

The Priority Technical Support Plan provides your lab with priority access to our support team. With our extensive global service and technical specialist team, you’ll receive high-quality, broad service and support. If we can’t solve your problem over the telephone, our technical support team can connect you to our field application scientists or field service engineers.



24-hour response*

This add-on service guarantees that an FSE will respond within 24 hours, and gives you priority access to a Remote Service Engineer.



Assay validation readiness service helps prepare for assay workflow validation

Our assay validation readiness (AVR) service helps save you time and costs by determining whether your workflow is ready to move on to a complete analytical validation. Guided by our global compliance services specialist (GCSS), the AVR service enables you to evaluate your workflow on a controlled scale, and helps you improve your chances for success before investing in a full-scale assay workflow. The AVR service includes:

- AVR control kit containing extracted DNA and workflow controls
- Hands-on training to demonstrate efficacy of the workflow
- Final analysis report, evaluation consultation, and readiness checklist



On-site service plans help protect your investment

Every Genexus Integrated Sequencer comes with a one-year warranty. Extended coverage service plans are also available at the time of instrument purchase. Included with our highest-valued service plans, annual visits for routine inspection and instrument care help avoid unnecessary downtime, reduce strain on laboratory staff, and can extend the life of your instrument. Choose a plan that best fits your lab’s requirements.

On-site service plans at a glance

	AB Assurance	AB Maintenance Plus
Standard on-site response time	Guaranteed 2–3 business days*	2–3 business days**
Scheduled on-site planned maintenance (PM)	1 per year	1 per year
Remote instrument diagnostics	•	•
Parts, labor, and travel for repair	•	10% off parts, labor, and travel
Priority access to remote service engineer	•	
Instrument-driven support	•	
Smart Remote Support	•	

* Guaranteed response times vary by region.

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

Ordering information

Product	Cat. No.
Genexus Integrated Sequencer extended warranty packages*	
Genexus Integrated Sequencer, Installation and Training Kit, Ion AmpliSeq Starter Pack, SmartStart Orientation, 1-year AB Assurance, 1 PM, 10 hours Bioinformatics support	A46386
Genexus Integrated Sequencer, Installation and Training Kit, Ion AmpliSeq Starter Pack, SmartStart Orientation, 1-year AB Assurance, 1 PM, 1-year Qualification Services, IQ/OQ/IPV, 10 hours Bioinformatics support	A46406
Genexus Integrated Sequencer, Installation and Training Kit, Ion AmpliSeq HD Starter Pack, SmartStart Orientation, 1-year AB Assurance, 1 PM, 10 hours Bioinformatics support	A46407
Genexus Integrated Sequencer, Installation and Training Kit, Ion AmpliSeq HD Starter Pack, SmartStart Orientation, 1-year AB Assurance, 1 PM, 1-year Qualification Services, IQ/OQ/IPV, 10 hours Bioinformatics support	A46408
Genexus Integrated Sequencer, Installation and Training Kit, Ion AmpliSeq Starter Pack, SmartStart Orientation, 2-year AB Assurance, 2 PM, 10 hours Bioinformatics support	A46409
Genexus Integrated Sequencer, Installation and Training Kit, Ion AmpliSeq Starter Pack, SmartStart Orientation, 2-year AB Assurance, 2 PM, 2-year Qualification Services, IQ/OQ/IPV, 10 hours Bioinformatics support	A46410
Genexus Integrated Sequencer, Installation and Training Kit, Ion AmpliSeq HD Starter Pack, SmartStart Orientation, 2-year AB Assurance, 2 PM, 10 hours Bioinformatics support	A46411
Genexus Integrated Sequencer, Installation and Training Kit, Ion AmpliSeq HD Starter Pack, SmartStart Orientation, 2-year AB Assurance, 2 PM, 2-year Qualification Services, IQ/OQ/IPV, 10 hours Bioinformatics support	A46412
Service plans	
AB Assurance Plan, 1 PM, for the Ion Torrent Genexus Integrated Sequencer	ZG11SCGENEXUS
AB Maintenance Plus Plan, 1 PM, for the Ion Torrent Genexus Integrated Sequencer	ZG51SCGENEXUS
AB Assurance service plan add-ons	
1 PM add-on for the Genexus Integrated Sequencer	ZPSPSCGENEXUS
Qualification services plan add-on for the Genexus Integrated Sequencer	ZGQUSCGENEXUS
Priority Technical Support add-on for the Genexus Integrated Sequencer	ZGLPSCGENEXUS
24-hour Service Response add-on for the Genexus Integrated Sequencer	ZE57SCGENEXUS
Qualification and consulting services	
IQ/OQ/IPV service for the Genexus Integrated Sequencer	A45759
OQ/IPV service for the Genexus Integrated Sequencer	A45760
Assay validation readiness service for the Genexus Integrated Sequencer	A43330
10 hours of Bioinformatics support for the Genexus Integrated Sequencer	ZGPCSCIONBFX
Training services	
SmartStart Orientation for the Genexus Integrated Sequencer	TRN00330
Full-day training for the Genexus Integrated Sequencer	ZGTFSCGENEXUS

* Packages are not available in all regions. Contact your local sales representative for availability in your region.

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

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