

Services and support

Applied Biosystems™ thermal cyclers

Services and support mail-in repair process

Whether we can help resolve your issue remotely or assist you with initiating a mail-in repair service, we want to make sure we get you back up and running as soon as possible.

To enable a quicker turnaround time, please have the following ready:

- Instrument serial number
- Description and background of the issue
- Instrument log file
- Shipping address and if a shipping box is required

What to expect

We'll do our best to get you back up and running quickly with a resolution by phone or email. In the event we are unable to do so we can assist you with initiating a mail-in repair.

Units sent in for mail-in repair will be handled by technicians at our service center. We'll provide you with all the instructions, documents, and materials you'll need to help make sure your instrument arrives quickly and safely.

Instruments not covered by one of our instrument service plans require a new quote and payment prior to the shipment of any boxes or labels.

Mail-in repair process checklist

Call or email to open a ticket (you will need the instrument serial number at this time)

Phone: 1-800-955-6288, Option 3, Option 2 **Email:** instrumenthardwaresupport@thermofisher.com

Work with an engineer either via phone or email to determine if the issue can be resolved remotely. If not, request a box if needed and provide your return shipping information.

Review subsequent email from Instrument Services containing link to complete a decontamination form.

Complete the decontamination form and review a separate email from Instrument Services containing printable FedEx™ shipping labels.

Decontaminate* and pack instrument into the box provided by Thermo Fisher Scientific.

Attach a copy of the completed decontamination form on both the inside and outside of the box as well as with the FedEx shipping label.

Leave the packed instrument at a FedEx drop-off location, or schedule a pick up by contacting FedEx directly.

* Any potential contaminants to which the thermal cycler was exposed are should be identified, and the instrument should be adequately decontaminated, prior to shipping to ensure the safety of the personnel handling the returned item.

What comes next

- Your instrument's journey to and from our Thermo Fisher Scientific Repair center can be tracked via standard FedEx notifications.
- Your instrument will be processed and serviced.
- Once repaired, your instrument will be shipped back to you, along with a service report and Certificate of Analysis.

Learn more at thermofisher.com/instrumentservices

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