

Services and support

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



Introducing the AB Platinum next-generation sequencing instrument service plan: premier coverage for total peace of mind

The new AB Platinum next-generation sequencing (NGS) service plan has been tailored to meet your needs. This plan will help keep your laboratory operations running smoothly with unparalleled services and support including planned maintenance, IT support, priority technical support, rapid-response on-site support, qualification services, comprehensive repair coverage, and digital remote support.

Enhanced features of the AB Platinum NGS service plan maximize the uptime of your Ion Torrent™ Genexus™ instruments, allowing you the confidence of total lab support you need to deliver reliable results.



Priority Technical Support

Every minute counts when an issue threatens your productivity. The AB Platinum NGS instrument service plan gives you priority phone and email access to remote technical support specialists 24 hours a day, 5 days a week, excluding holidays, to triage, troubleshoot, and resolve issues, including those related to digital and remote capabilities for connected instruments.*



Qualification services

Documenting that your instruments are performing within manufacturing specifications is a vital step for your lab. The AB Platinum NGS instrument service plan provides qualification services after planned maintenance visits and following any major repairs.



Rapid-response on-site support

Getting on-site support shouldn't require long waits that leave your work idle. Our field service engineers will be at your location within the next business day of your request.**



IT support

The AB Platinum NGS instrument service plan includes updates for operating systems and software for Ion Torrent™ instruments.



Planned maintenance

Proactive instrument maintenance is the best way to help keep your system working at its best. Planned maintenance is included per requirements.



Comprehensive repair coverage

Repairs don't have to result in extended delays. Our unlimited comprehensive repair coverage allows you to keep your work moving.



Digital remote support

Support technologies should be as innovative as the systems they serve. The AB Platinum NGS instrument service plan includes digital remote support for connected instruments.

Ordering information

Description	Service period	Cat. No.
Ion Torrent™ Genexus™ System		
AB Platinum NGS 1 planned maintenance visit and operational qualification†	During standard factory warranty period	ZGGWSCGENEXUS
AB Platinum NGS 2 planned maintenance visits and operational qualifications	12 months post–standard factory warranty period	ZGG2SCGENEXUS
Ion Torrent™ Genexus™ Purification System		
AB Platinum NGS operational qualification†	During standard factory warranty period	ZGGWSCGENEPURE
AB Platinum NGS 1 planned maintenance visit and operational qualification	12 months post–standard factory warranty period	ZGG1SCGENEPURE

For Research Use Only. Not for use in diagnostic procedures.

Description	Service period	Cat. No.
Ion Torrent™ Genexus™ Dx Integrated Sequencer		
AB Platinum NGS 1 planned maintenance visit and operational qualification†	During standard factory warranty period	ZGGWSCGNXI-IVD
AB Platinum NGS 2 planned maintenance visits and operational qualifications	12 months post–standard factory warranty period	ZGG2SCGNXI-IVD

For *In Vitro* Diagnostic Use. Not available in all regions including the United States.

* Priority Technical Support is available Monday through Friday, excluding holidays and is in the English language only. For further information on the service plan availability, please visit thermofisher.com/abplatinumngs.

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

† **These are additional warranty enhancements during the standard factory warranty period of 12 months.**

Plan to stay up and running at thermofisher.com/abplatinumngs