

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 exceptional 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 help maximize the uptime of your Ion Torrent™ Genexus™ instruments, allowing you the confidence of the total lab support you need to deliver reliable results.

Experience now how our premium service comes readily available when you purchase your Genexus instruments.



**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.



### Comprehensive repair coverage

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



### Planned maintenance

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



### 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

### For US and European customers only

Description	Cat. No.
Ion Torrent™ Genexus™ Integrated Sequencer, installation qualification (IQ) and operational qualification (OQ), AB Platinum NGS warranty enhancement with 1 planned maintenance visit and operational qualification, and 2-day SmartStart training	A58115
Ion Torrent™ Genexus™ Purification System, IQ and OQ, AB Platinum NGS warranty enhancement, and 1-day SmartStart training	A58116

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

### For European customers only

Description	Cat. No.
Ion Torrent™ Genexus™ Dx Integrated Sequencer, IQ and OQ, AB Platinum NGS warranty enhancement with 1 planned maintenance visit and operational qualification, and 2-day SmartStart training	A58114

For *In Vitro* Diagnostic Use. Regulatory requirements vary by country. Product may not be available in your geographic region.

\* 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](https://thermofisher.com/abplatinumngs).

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

Plan to stay up and running at [thermofisher.com/abplatinumngs](https://thermofisher.com/abplatinumngs)