



Services and support

# Keep conquering disease. We've got your back.

Discover innovative support and instrument expertise to help you make history.

You're gaining ground and advancing science with every step. It's a lot of pressure, but you've got the knowledge and we're here to help you keep going—we believe in you. And it's why we support you with superior services, remote tools, training, and OEM expertise we've spent over 35 years curating. By getting the most out of your Applied Biosystems™, Invitrogen™, and Ion Torrent™ instruments and applications, you can keep your focus where it needs to be: **making a positive impact for generations to come.**

Trusted by  
**10,000+**  
biotech and pharma  
companies across  
139 countries

**39/40**  
top companies  
in the biotech and  
pharma industries



## Essentials for biotech and pharma labs

### Essential 1: Uptime

**If your repairs need to be done on-site:**

**AB Assurance Service Plan**—Enjoy peace of mind with our most popular instrument service plan. Experience up to 2x faster response times and issue resolution, built-in planned maintenance, and less guesswork when all standard repair costs are included.

Explore the AB Assurance Service Plan at [thermofisher.com/abassurance](https://thermofisher.com/abassurance)

**If you are covering a thermal cycler or small benchtop instrument that can go off-site for service:**

**AB Repair Center Support Plus**—Receive your repaired instrument back within 7 to 10 days\* and maintain productivity with one of our loaner instruments while you wait for your repair.

Get to know our off-site service options at [thermofisher.com/abrepaircenter](https://thermofisher.com/abrepaircenter)

\* Availability limited in some geographic areas.



**2x  
FASTER**  
on-site response times  
and issue resolution

**70%**  
remote issue  
resolution with  
our digital tools



Most qualifications in  
**1 day**  
with a  
**100%**  
success rate

### Essential 2: Compliance and validation

**If your instrument is in a validated workflow, or if you need to document that it is performing within manufacturer specifications:**

**Qualification services (IQ/OQ/PQ or IPV)**—Meet regulatory and industry standards with our manufacturer-trained and -certified field service engineers.

Get started at [thermofisher.com/iqoqpq](https://thermofisher.com/iqoqpq)

**If your computer systems need to meet FDA 21 CFR 11.10(a), GAMP5™, or EU Annex 11 data requirements for compliance:**

**Computer system validation (CSV)**—Save time and control costs when you engage our specialists to guide you through the validation process documenting your data security, auditing, and e-signature software features.

Find the information you need at [thermofisher.com/csv](https://thermofisher.com/csv)

**If you need to validate that the workflow and results of your NGS or qPCR-based assays or panels are meeting quality and regulatory requirements:**

**Analytical validation (AV) consulting services**—Allow our team of specialists to help you save time and control costs by completing your validation up to 75% faster than doing it yourself.

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

### Essential 3: Training

**If you are looking to expand or refresh your team's knowledge on specific workflows, applications, and instruments:**

**Education services**—Craft a learning program to fit your team, your workflows, and your budget. Virtual and in-person options are here to help you get the most from your instruments, assays, and reagents.

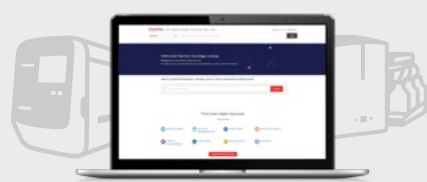
Explore our courses at [thermofisher.com/educationservices](https://thermofisher.com/educationservices)

**1 in 3**  
biotech and  
pharma customers  
secures additional  
instrument training

**100+**  
courses



## Our services advantage



Supporting **21,000 instruments** in the biotech and pharma industries, **across 83 different models.**

See if yours is covered at [thermofisher.com/myinstrument](https://thermofisher.com/myinstrument)

Our services and support teams **hold more advanced degrees** than those at other suppliers and they receive regular recertification. Can your third-party service provider say that?

Explore our services and support solutions at [thermofisher.com/instrumentservices](https://thermofisher.com/instrumentservices)