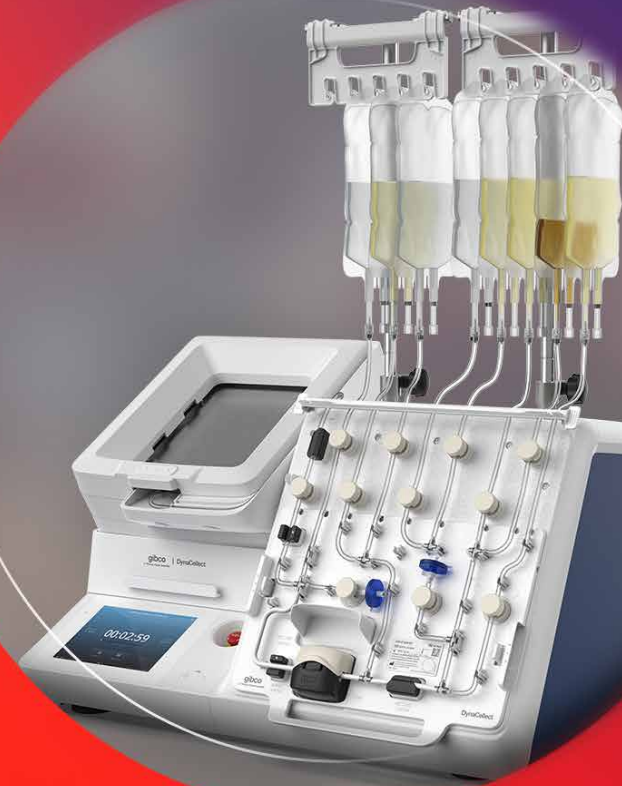


Services and support

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



Superior services and support for the CTS DynaCollect Magnetic Separation System

Thermo Fisher Scientific offers a comprehensive range of services and support to keep your Gibco™ CTS™ DynaCollect™ Magnetic Separation System performing at peak level. Your instrument purchase comes with a standard 1-year factory warranty and SmartStart Orientation. Extended warranty coverage, as well as installation qualification (IQ) and operational qualification (OQ) services, are also available at the time of purchase for total peace of mind.

A standard of support that's a cut above

Get started with our SmartStart Orientation

The CTS DynaCollect Magnetic Separation System includes SmartStart Orientation to get you up and running quickly. With SmartStart Orientation, customers will get an in-depth understanding of their CTS DynaCollect Magnetic Separation System with engaging and interactive on-site training led by an experienced field application scientist.

This orientation includes:

- Introduction to the CTS DynaCollect system
- User interface and protocols
- Setup and installation of the Gibco™ CTS™ DynaCollect™ Cell Isolation and Bead Removal Kits
- Troubleshooting tips



Comprehensive warranty and service plans to protect your investment

Choose from extended-coverage instrument and service plan packages to meet your budget and needs. In addition to the standard 1-year warranty, these plans offer:

- Preventive maintenance
- Prioritized on-site response time
- Prioritized remote service center support
- Qualification services including IQ and OQ

* Instruments covered by our on-site service plans are prioritized in the repair queue. Instruments with on-site service plans have roughly 2x faster response time than instruments without on-site service plans.



**2x
faster**

on-site response
times and issue
resolution*



AB Assurance: preferred coverage for peace of mind

Our most popular instrument service plan, the AB Assurance Plan, takes the guesswork out of ensuring instrument uptime. All parts, labor, and travel costs are included for standard repairs, and the annual planned maintenance (PM) makes it easy to keep up with instrument care.

Find out more about the AB Assurance service plan at thermofisher.com/abassurance

Qualification services

Instrument qualifications for the CTS DynaCollect Magnetic Separation System include IQ and OQ. Our qualification specialists will partner with you to deliver timely, cost-effective, and trusted qualification services that include reliable, audit-style documentation to help ensure your CTS DynaCollect Magnetic Separation System meets your documentation requirements.

Contact an instrument qualification specialist at thermofisher.com/iqoqpg



Most
qualifications in
1 day
with a
100%
success rate



Ordering information

Description	Cat. No.
Base package	
CTS DynaCollect Magnetic Separation System, SmartStart Orientation at installation, 2-year warranty with PM in second year	A55867
Validation package	
CTS DynaCollect Magnetic Separation System, SmartStart Orientation and IQ/OQ at installation, 2-year AB qualification with OQ post-PM and/or repair	A55868
Service plans	
AB Assurance Plan including 1 PM for the CTS DynaCollect Magnetic Separation System	ZG11SCDYNAC
AB Qualification Plan including 1 PM for the CTS DynaCollect Magnetic Separation System	ZGQUSCDYNAC
Qualification and consulting services	
IQ and OQ services for the CTS DynaCollect Magnetic Separation System	A55856

Learn more at thermofisher.com/instrumentservices

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