



Because science can't wait

Superior services and support for QuantStudio 6 and 7 Pro Real-Time PCR Systems

There's no time for downtime in your lab. Built on more than 35 years of service expertise, our complete service plans for the Applied Biosystems™ QuantStudio™ 6 and 7 Pro Real-Time PCR Systems help keep your lab up and running.

More than 1,000 trained professionals make up the industry's largest global support network, ready to assist you when you need it. And smart features such as Smart Remote Support help keep you productive and focused on making your next discovery.

Service plans help protect your investment

- Maximize system uptime with fast repair turnaround time from manufacturer-trained and certified field service engineers (FSEs)
- Reduce overall repair costs with remote instrument diagnosis and resolution
- Extend the life of your instrument and help keep it running at peak performance with annual maintenance service

Experience superior service and support

To get you up and running quickly, our FSEs will install your QuantStudio 6 or 7 Pro System onsite and our field applications scientists (FASs) will provide hands-on training to show you how to maintain and run your new instrument.

To keep your lab operating at maximum productivity, smart features are included to enable fast and effective diagnosis and resolution of issues and more effective instrument or application troubleshooting.

Installation

- Conducted on-site by a professionally trained FSE

Training

- SmartStart™ Orientation includes hands-on application training and reagents
- Equivalence consulting helps you to transition from an existing instrument



Field service

- Superior support from experienced field service specialists and remote infrastructure

Smart Help

- On-screen, self-guided technical help
- Push-button requests to technical support
- Easy sharing of log and run files

Smart Remote Support

- Immersive collaboration tool for faster troubleshooting and resolution
- Augmented reality technology with real-time video and audio collaboration
 - Advanced remote desktop support tool



SmartStart Orientation enables your success

Every QuantStudio 6 and 7 Pro System comes with SmartStart Orientation to help your team quickly become proficient on your new qPCR system. Led by professional trainers, the orientation provides interactive education that includes application-specific lectures, hands-on experiment preparation, instrument and software setup, and basic data analysis. Trainers can also provide a live demonstration and comparison of data between systems to help you transition from your existing Applied Biosystems™ qPCR instrument. Reagents to support the SmartStart Orientation are included.



Smart Help speeds resolution

The on-screen Smart Help feature enables push-button requests to technical support professionals for comprehensive diagnosis and streamlined issue resolution. Once your log and run files are uploaded, our service professionals will contact you by phone or email for further troubleshooting and resolution.



Smart Remote Support maximizes uptime

Smart Remote Support (SRS) leverages augmented reality technology that includes a real-time video and audio collaboration tool combined with an advanced remote desktop support tool. SRS can reduce on-site service visits, increase first-time fixes, and help reduce instrument downtime from days to minutes compared to on-site repair.



Qualification services help ensure regulatory compliance

Instrument hardware qualifications for the QuantStudio 6 and 7 Pro Systems include installation qualification (IQ), operational qualification (OQ), and instrument performance verification (IPV) to document and verify that instruments are installed, operating, and performing according to manufacturer’s specifications. Qualification services are recommended at installation, after moving the instrument, or after a software or hardware upgrade or critical repair. Our qualification specialists will partner with you to deliver timely, cost-effective, and trusted qualification services that include reliable, audit-style documentation that can help ensure your instruments meet regulatory requirements.



Computer system validation services help reduce risk

Laboratories operating under GAMP5, 21 CFR part 11, and Annex 11 security auditing and e-signature compliance require validation of instrument computer systems to help ensure accurate, reliable, and consistent records. Our computer system validation (CSV) consulting services provide flexible and comprehensive, audit-style documentation packages that help you reduce risk and comply with regulations and standards. The services are managed and delivered by an experienced compliance specialist and help ensure that electronic records are generated, maintained, and archived in an accurate, reliable, and secure manner.



On-site service plans for the QuantStudio 6 and 7 Pro Real-Time PCR System

Every QuantStudio 6 and 7 Pro System comes with a one-year warranty. Extended coverage service plans are also available at the time of instrument purchase. Included with our highest-valued service plans, annual planned maintenance (PM) visits for routine inspection and instrument care help avoid unnecessary downtime, reduce strain on laboratory staff, and can extend the life of your instrument. Choose a plan that best fits your lab’s requirements:

On-site service plans at a glance

	AB Assurance (2 PM)	AB Assurance (1 PM)	AB Maintenance Plus
Standard on-site response time	Guaranteed 2–3 business days*	Guaranteed 2–3 business days*	2–3 business days**
Scheduled on-site planned maintenance (PM)	2 per year	1 per year	1 per year
Remote instrument diagnostics	•	•	•
Priority access to technical support (Monday–Friday, standard business hours)	•	•	•
Parts, labor, and travel for repair	•	•	10% off parts, labor, & travel
Priority access to remote service engineer	•	•	
Smart Help	•	•	
Smart Remote Support	•	•	

* Guaranteed response times vary by region.

** After receipt of a purchase order. Target response times vary by region.

Ordering information

Product	Cat. No.
QuantStudio 6 and 7 Pro Real-Time PCR System extended warranty packages*	
QuantStudio 6 Pro Real-Time PCR System, 96-well, 0.2 mL block, SmartStart Orientation, 1-year AB Assurance, 1 PM	A44288
QuantStudio 7 Pro Real-Time PCR System, 96-well, 0.2 mL block, SmartStart Orientation, 1-year AB Assurance, 1 PM	A44289
QuantStudio 6 Pro Real-Time PCR System, 384-well block, SmartStart Orientation, 1-year AB Assurance, 1 PM	A45582
QuantStudio 7 Pro Real-Time PCR System, 384-well block, SmartStart Orientation, 1-year AB Assurance, 1 PM	A45583
Service plans	
AB Assurance Plan, 1 PM, for the QuantStudio 6 Pro System	ZG11SCQSTUDIO6PRO
AB Assurance Plan, 1 PM, for the QuantStudio 7 Pro System	ZG11SCQSTUDIO7PRO
AB Assurance Plan, 2 PM, for the QuantStudio 6 Pro System	ZG12SCQSTUDIO6PRO
AB Assurance Plan, 2 PM, for the QuantStudio 7 Pro System	ZG12SCQSTUDIO7PRO
AB Maintenance Plus Plan for the QuantStudio 6 Pro System	ZG51SCQSTUDIO6PRO
AB Maintenance Plus Plan for the QuantStudio 7 Pro System	ZG51SCQSTUDIO7PRO
Qualifications	
IQ/OQ/IPV service for QuantStudio 6 and 7 Pro, 96-well, 0.2 mL block Systems	A44230
OQ/IPV service for QuantStudio 6 and 7 Pro, 96-well, 0.2 mL block Systems	A44231
IQ/OQ/IPV service for QuantStudio 6 and 7 Pro, 384-well block Systems	A45576
OQ/IPV service for QuantStudio 6 and 7 Pro, 384-well block Systems	A45577
Training	
SmartStart Orientation for QuantStudio 6 and 7 Pro Systems	TRN00303

* Packages are not available in all regions. Contact your local sales representative for availability in your region.

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

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