



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

Superior services and support for the  
Applied Biosystems™ SeqStudio™ Flex Genetic Analyzer

## Services and support

Thermo Fisher Scientific offers a comprehensive range of services and support to keep your Applied Biosystems™ SeqStudio™ Flex Genetic Analyzer performing at peak level. Your instrument purchase comes with a standard 1-year factory warranty, customer concierge services, SmartStart Orientation, and an advanced digital service ecosystem built right into the instrument. Extended warranty coverage is 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 Global Customer Concierge Services\*

Count on our dedicated customer concierge services for an exceptional and seamless experience implementing your SeqStudio Flex Genetic Analyzer. From order placement through installation and training, our team is here to streamline and simplify the process by:

- Preparing your laboratory space for a successful installation providing critical documentation and checklists
- Connecting your IT department with our IT specialists to ensure an easy and secure network connection so you can take advantage of cutting-edge features and advanced digital support
- Coordinating instrument installation with a highly skilled field service engineer (FSE)
- Scheduling interactive SmartStart Orientation training with an experienced field application scientist (FAS)

## Digital services and support ecosystem and on-demand support at your fingertips

Your new SeqStudio Flex Genetic Analyzer is equipped with a state-of-the-art ecosystem of digital services and support so you can access our network of over 2,000 trained professionals at the touch of a button. With **Smart Help** you can easily share log and run files to speed up service troubleshooting and, if needed, request a service visit. **Remote Support** features enable our technical team to see your instrument in real time and interact with you on the instrument screen to resolve issues virtually.

Find out how our digital support helps resolve up to 70% of cases in minutes, not days, enabling you to focus on your next scientific breakthrough.

[thermofisher.com/digitalserviceecosystem](https://thermofisher.com/digitalserviceecosystem)



Real-time interaction with Remote Support



# 70%

remote resolution using **Smart Help** and **Remote Support** features

\* Concierge services are available in certain geographies.

## Comprehensive warranty and service plans to protect your investment

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

- Preventive maintenance
- Access to advanced troubleshooting features, including Smart Help and Remote Support
- Prioritized response time

To build your personalized service quote, go to [thermofisher.com/serviceselector](https://thermofisher.com/serviceselector)



**2x  
faster**

on-site response  
times and issue  
resolution



## AB Assurance: preferred coverage for peace of mind

Our most popular instrument service plan, AB Assurance, 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](https://thermofisher.com/abassurance)

## Qualification services

Instrument qualifications for the SeqStudio Flex Genetic Analyzer include installation qualification (IQ), operational qualification (OQ), and instrument performance verification (IPV) services. 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 SeqStudio Flex Genetic Analyzer meets your documentation requirements.

Contact an instrument qualification specialist at [thermofisher.com/iqoqpg](https://thermofisher.com/iqoqpg)



Most  
qualifications in

**1 day**

with a

**100%**

success rate

**Ordering information**

Description	Cat. No.
<b>SeqStudio Flex Genetic Analyzers with extended warranty packages*</b>	
SeqStudio 8 Flex Genetic Analyzer, SmartStart Orientation, 1-year AB Assurance with Planned Maintenance	A53789
SeqStudio 8 Flex Genetic Analyzer with Desktop Computer, 1-year AB Assurance with Planned Maintenance	A53790
SeqStudio 8 Flex Genetic Analyzer with Laptop Computer, SmartStart Orientation, 1-year AB Assurance with Planned Maintenance	A53791
SeqStudio 24 Flex Genetic Analyzer, SmartStart Orientation, 1-year AB Assurance with Planned Maintenance	A53792
SeqStudio 24 Flex Genetic Analyzer with Desktop Computer, SmartStart Orientation, 1-year AB Assurance with Planned Maintenance	A53793
SeqStudio 24 Flex Genetic Analyzer with Laptop Computer, SmartStart Orientation, 1-year AB Assurance with Planned Maintenance	A53794
<b>Service plans</b>	
AB Assurance Plan, 1 PM, for the SeqStudio 8 Flex Genetic Analyzer	ZG11SCSEQSTU8FLEX
AB Maintenance Plus Plan, 1 PM, for the SeqStudio 8 Flex Genetic Analyzer	ZG51SCSEQSTU8FLEX
AB Assurance Plan, 1 PM, for the SeqStudio 24 Flex Genetic Analyzer	ZG11SCSEQSTU24FLEX
AB Maintenance Plus Plan, 1 PM, for the SeqStudio 24 Flex Genetic Analyzer	ZG51SCSEQSTU24FLEX
<b>AB Assurance service plan add-ons</b>	
1 additional planned maintenance visit for the SeqStudio 8 Flex Genetic Analyzer	ZPSPSCSEQSTU8FLEX
Qualification services plan add-on for the SeqStudio 8 Flex Genetic Analyzer	ZGQUSCSEQSTU8FLEX
1 Planned Maintenance add-on for the SeqStudio 24 Flex Genetic Analyzer	ZPSPSCSEQSTU24FLEX
1 additional planned maintenance visit for the SeqStudio 24 Flex Genetic Analyzer	ZGQUSCSEQSTU24FLEX
<b>Qualification and consulting services</b>	
IQ/OQ/IPV service for the SeqStudio 8 Flex Genetic Analyzer	A53769
IQ/OQ/IPV service for the SeqStudio 24 Flex Genetic Analyzer	A53771
<b>Training services</b>	
SmartStart Orientation for SeqStudio Flex Genetic Analyzers	TRN00192

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



Learn more at [thermofisher.com/instrumentservices](https://thermofisher.com/instrumentservices)

**applied biosystems**