

Services and support

**Keep
changing
lives.
We've got
your back.**



The AB Platinum instrument service plan: 24/7/365 Priority Technical Support and rapid-response, on-site support

Stakes are high during a global pandemic. Raise your level of testing confidence even higher with a service plan that promises the total support you need to deliver reliable patient results at this critical time. The AB Platinum service plan's enhanced features maximize the uptime of your Thermo Scientific™ KingFisher™ and Applied Biosystems™ instruments, and keep you focused on the fight.



98% uptime guarantee*

Get the total support that a virus crisis demands. The AB Platinum instrument service plan's enhanced features maximize your uptime to keep you focused on the fight.



Priority Technical Support

Every minute counts when an issue threatens your productivity. The AB Platinum instrument service plan gives you 24/7 priority phone and email access to remote technical service and support specialists—365 days a year—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 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.†

* Terms and conditions apply. For complete details, go to thermofisher.com/uptime.

** Priority Technical Support is available in the English language only.

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



FAS training

We help you get the most out of your investment. In addition to instrument training, the AB Platinum instrument service plan includes a 2-hour remote field application scientist (FAS) consultation.



Planned maintenance

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



Comprehensive repair coverage

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



Digital remote support

Support technologies should be as innovative as the systems they serve. The AB Platinum instrument service plan includes pioneering on-demand tools and capabilities, such as remote support using augmented-reality technology, instrument-driven support, and on-demand instrument training.

Ordering information

Description	Cat. No.
Service plans*	
Applied Biosystems™ 7500 Real-Time PCR System	
7500 Real-Time PCR instrument with laptop, AB Platinum warranty enhancement, IQ/OQ	A50620
7500 Real-Time PCR instrument with laptop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, 1-day training	A52341
7500 Real-Time PCR instrument with desktop, AB Platinum warranty enhancement, IQ/OQ	A50676
7500 Real-Time PCR instrument with desktop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, 1-day training	A52342
7500 Real-Time PCR instrument CFR with laptop, AB Platinum warranty enhancement, IQ/OQ	A50681
7500 Real-Time PCR instrument CFR with laptop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, 1-day training	A52346
7500 Real-Time PCR instrument CFR with desktop, AB Platinum warranty enhancement, IQ/OQ	A50682
7500 Real-Time PCR instrument CFR with desktop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, 1-day training	A52347
Applied Biosystems™ 7500 Fast Real-Time PCR System	
7500 Fast Real-Time PCR instrument with laptop, AB Platinum warranty enhancement, IQ/OQ	A50678
7500 Fast Real-Time PCR instrument with laptop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, 1-day training	A52343
7500 Fast Real-Time PCR instrument with desktop, AB Platinum warranty enhancement, IQ/OQ	A50683
7500 Fast Real-Time PCR instrument with desktop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, 1-day training	A52348
7500 Fast Real-Time PCR instrument CFR with desktop, AB Platinum warranty enhancement, IQ/OQ	A50684
7500 Fast Real-Time PCR instrument CFR with desktop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, 1-day training	A52349
Applied Biosystems™ 7500 Fast Dx Real-Time PCR System	
7500 Fast Dx Real-Time PCR instrument with laptop, AB Platinum warranty enhancement, IQ/OQ	A50679
7500 Fast Dx Real-Time PCR instrument with laptop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, 1-day training	A52344
7500 Fast Dx Real-Time PCR instrument with desktop, AB Platinum warranty enhancement, IQ/OQ	A50680
7500 Fast Dx Real-Time PCR instrument with desktop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, 1-day training	A52345

Ordering information (cont.)

Description	Cat. No.
Applied Biosystems™ QuantStudio™ 7 Flex Real-Time PCR System, 384-well	
QuantStudio 7 Flex Real-Time PCR instrument with laptop, AB Platinum warranty enhancement, IQ/OQ	A50710
QuantStudio 7 Flex Real-Time PCR instrument with laptop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, 1-day training	A52350
QuantStudio 7 Flex Real-Time PCR instrument with desktop, AB Platinum warranty enhancement, IQ/OQ	A50712
QuantStudio 7 Flex Real-Time PCR instrument with desktop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, 1-day training	A52351
Applied Biosystems™ QuantStudio™ 7 Pro Dx Real-Time PCR System, 96-well, 0.2 mL (US-IVD—US only)	
QuantStudio 7 Pro Dx Real-Time PCR instrument with AB Platinum warranty enhancement, IQ/OQ/PQ, SmartStart orientation	A53162
QuantStudio 7 Pro Dx Real-Time PCR instrument with laptop, AB Platinum warranty enhancement, IQ/OQ/PQ, SmartStart orientation	A53163
QuantStudio 7 Pro Dx Real-Time PCR instrument with desktop, AB Platinum warranty enhancement, IQ/OQ/PQ, SmartStart orientation	A53164
QuantStudio 7 Pro Dx Real-Time PCR instrument with AB Platinum warranty enhancement, IQ/OQ/PQ, SmartStart orientation	A53162GTS
QuantStudio 7 Pro Dx Real-Time PCR instrument with laptop, AB Platinum warranty enhancement, IQ/OQ/PQ, SmartStart orientation	A53163GTS
QuantStudio 7 Pro Dx Real-Time PCR instrument with desktop, AB Platinum warranty enhancement, IQ/OQ/PQ, SmartStart orientation	A53164GTS
Applied Biosystems™ QuantStudio™ 5 Real-Time PCR System, 96-well, 0.1 mL	
QuantStudio 5 Real-Time PCR instrument with AB Platinum warranty enhancement, IQ/OQ, SmartStart orientation	A50719
QuantStudio 5 Real-Time PCR instrument with 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart orientation	A52354
QuantStudio 5 Real-Time PCR instrument with laptop, AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A50721
QuantStudio 5 Real-Time PCR instrument with laptop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart orientation	A52357
QuantStudio 5 Real-Time PCR instrument with desktop, AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A50723
QuantStudio 5 Real-Time PCR instrument with desktop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart Orientation	A52360
Applied Biosystems™ QuantStudio™ 5 Real-Time PCR System, 96-well, 0.2 mL	
QuantStudio 5 Real-Time PCR instrument with AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A50725
QuantStudio 5 Real-Time PCR instrument with 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart orientation	A52355
QuantStudio 5 Real-Time PCR instrument with laptop, AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A50727
QuantStudio 5 Real-Time PCR instrument with laptop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart orientation	A52358
QuantStudio 5 Real-Time PCR instrument with desktop, AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A50729
QuantStudio 5 Real-Time PCR instrument with desktop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart Orientation	A52361

Ordering information (cont.)

Description	Cat. No.
Applied Biosystems™ QuantStudio™ 5 Real-Time PCR System, 384-well	
QuantStudio 5 Real-Time PCR instrument with AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A50731
QuantStudio 5 Real-Time PCR instrument with 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart Orientation	A52356
QuantStudio 5 Real-Time PCR instrument with laptop, AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A50733
QuantStudio 5 Real-Time PCR instrument with laptop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart Orientation	A52359
QuantStudio 5 Real-Time PCR instrument with desktop, AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A50735
QuantStudio 5 Real-Time PCR instrument with desktop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart orientation	A52362
Applied Biosystems™ QuantStudio™ 5 Dx Real-Time PCR System (CE-IVD—not available in US)	
QuantStudio 5 Dx CE-IVD instrument with laptop, AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A50738
QuantStudio 5 Dx CE-IVD instrument with laptop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart Orientation	A52363
QuantStudio 5 Dx CE-IVD instrument with desktop, AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A50739
QuantStudio 5 Dx CE-IVD instrument with desktop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart Orientation	A52364
Applied Biosystems™ QuantStudio™ 5 Dx Real-Time PCR System (US-IVD—US only)	
QuantStudio 5 Dx US-IVD instrument with laptop, AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A52242
QuantStudio 5 Dx US-IVD instrument with laptop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart Orientation	A52365
QuantStudio 5 Dx US-IVD instrument with desktop, AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A52243
QuantStudio 5 Dx US-IVD instrument with desktop, 2-year AB Platinum (warranty enhancement + second year coverage), IQ/OQ, SmartStart Orientation	A52366
Applied Biosystems™ QuantStudio™ 12K Flex Real-Time PCR System, 96-well	
QuantStudio 12K Flex instrument with laptop, AB Platinum warranty enhancement, IQ/OQ, 1-day training	A53961
QuantStudio 12K Flex instrument with desktop, AB Platinum warranty enhancement, IQ/OQ, 1-day training	A53966
Applied Biosystems™ QuantStudio™ 12K Flex Real-Time PCR System, Fast 96-well	
QuantStudio 12K Flex Fast instrument with laptop, AB Platinum warranty enhancement, IQ/OQ, 1-day training	A53962
QuantStudio 12K Flex Fast instrument with desktop, AB Platinum warranty enhancement, IQ/OQ, 1-day training	A53967
Applied Biosystems™ QuantStudio™ 12K Flex Real-Time PCR System, 384-well	
QuantStudio 12K Flex instrument with laptop, AB Platinum warranty enhancement, IQ/OQ, 1-day training	A53963
QuantStudio 12K Flex instrument with desktop, AB Platinum warranty enhancement, IQ/OQ, 1-day training	A53968

Ordering information (cont.)

Description	Cat. No.
Applied Biosystems™ QuantStudio™ 12K Flex Real-Time PCR System, Array Card	
QuantStudio 12K Flex instrument with array card, laptop, AB Platinum warranty enhancement, IQ/OQ, 1-day training	A53964
QuantStudio 12K Flex instrument with array card, desktop, AB Platinum warranty enhancement, IQ/OQ, 1-day training	A53969
Applied Biosystems™ QuantStudio™ 12K Flex Real-Time PCR System, OpenArray™ block, Accufill™ System	
QuantStudio 12K Flex instrument with OpenArray block and Accufill system, laptop, AB Platinum warranty enhancement, IQ/OQ, 1-day training	A53965
QuantStudio 12K Flex instrument with OpenArray block and Accufill system, desktop, AB Platinum warranty enhancement, IQ/OQ, 1-day training	A53970
Thermo Scientific™ KingFisher™ Flex Purification System, 96 deep-well	
KingFisher Flex Purification instrument with AB Platinum warranty enhancement, IQ/OQ, SmartStart Orientation	A51084

* AB Platinum application support offered for customers using our EUA, IVD, or CE-IVD approved workflows; limited application support for non-regulated RUO or LDT workflows.

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