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

Exceptional services and support for the Applied Biosystems™ SwiftArrayStudio™ microarray solution

Services and support

Thermo Fisher Scientific offers a comprehensive range of services and support to keep your SwiftArrayStudio microarray solution performing at peak level. Your instrument purchase comes with a standard one-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.

applied biosystems

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 SwiftArrayStudio microarray solution. 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 offering 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 innovative 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)

On-demand digital support, anytime you need it

Your new SwiftArrayStudio microarray solution 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.

Connectivity

Integrating today's communication technologies and security options to drive the laboratory efficiencies of tomorrow.

- **Connect your way**—integrate your instrument using a local area network (LAN) or USB port

- **Confidently walk away**—monitor your run and data through the Data Collection Server from your laptop or remote desktop

Serviceability

Thermo Fisher Scientific's innovation of Applied Biosystems™ instruments continues through a digital service ecosystem designed for fast, remote troubleshooting.

- **Remote support capability**—70% of issues are resolved remotely

- **Minimize instrument downtime**—resolve issues in minutes, not days, using onboard Smart Help and Remote Support

- **Easy to use**— Smart Help offers direct access to technical support, instrument services, and guided troubleshooting resources

- **Securely transfer instrument performance data**—send log and run files directly from the instrument with a single click using Smart Help

Easy setup and training

Set your team up for success with SmartStart Orientation—a guided introduction to your new SwiftArrayStudio solution. This interactive, full workflow training using the Applied Biosystems™ Axiom™ SwiftArrayStudio™ Assay is led by an experienced FAS to help your team quickly become confident and proficient with the latest software features and instrumentation. From setup to operation, SmartStart Orientation helps ensure you're ready to get up and running smoothly and efficiently with complete understanding of the end-to-end workflow.

The course will cover the following topics:

- Proper experimental technique

- Manual target preparation workflow for 96-format arrays

- Software features and data analysis features

- Discussion of instrument maintenance

- Certificate of training completion for up to two users (one hands-on, one observation)

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

2x faster on-site response times and issue resolution

AB Assurance: preferred coverage for peace of mind

Our most popular instrument service plan, Applied Biosystems™ AB Assurance™ service 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 SwiftArrayStudio microarray solution 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 SwiftArrayStudio solution meets your documentation requirements.

Contact an instrument qualification specialist at thermofisher.com/iqoqpq

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

Advanced informatics solutions for smarter science

Our experienced informatics professionals will work with you to optimize the use of powerful bioinformatics and analysis tools.

What you get with our informatics services:

- End-to-end support from experimental design to data analysis and integration
- Customized bioinformatics analysis pipelines, data management, and IT solutions
- Advanced, tailored software and statistical analysis training and services utilizing AI-enhanced tools and methodologies

Backed by decades of experience, our dedicated informatics professionals deliver custom solutions that help you unlock the full potential of your data.

Connect with a specialist now >>

Learn more at **thermofisher.com/instrumentservices**

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