Service contracts for genetic analyzers and Real-Time PCR cyclers Applied Biosystems®

Instrument models covered:
Genetic analyzers: ABI310, ABI3130, ABI3130xl, ABI3500, ABI3500xl, ABI3500 Dx, ABI3500xl Dx
Real-Time PCR cyclers: ABI 7300, ABI 7500, ABI 7500 Fast, ABI 7900, StepOne™, StepOnePlus™, ViiA7, QuantStudio

Scope of service contract:
Having a service contract for your genetic analyzer or Real-Time PCR cycler by Applied Biosystems® means we and you have a contract based on which we provide for a fixed price all instrument services, inclusive of but not limited to preventive maintenance tasks. We recommend having a contract according to your lab needs, optimally for at least three years.

Service contract covers:
- Defect diagnosis and repair including supply of spare parts (no limits apply), priority handling of service requests. There is no limit for number of service visits whatsoever.
- One instrument inspection of a genetic analyzer or a Real-Time PCR cycler a year, in case of genetic analyzers including also Instrument performance verification (OQ/PQ/IPV).
- Instrument operator training (once during the validity of the contract)
- Service engineer labor and travel costs
- Unlimited application support
- For genetic analyzers only – in case of having a more serious defect we can analyze your samples in our sequencing lab including sample pickup by a courier service
- The service contract can also include other tasks and duties to meet your specific requirements, i.e. regular supply of reagents and consumables for your instruments, performing instrument calibrations, performing instrument inspections less or more frequently, training focused on data analysis and efficient use of software data analysis packages provided with instruments, etc.

Terms and conditions:
- Conditions of a service contract are always negotiated individually depending on your needs.

Remote instrument monitoring:
- Our typical (but not necessary) requirement when having a service contract with you is you enable us to perform a remote instrument monitoring by using a secure internet access. This allows us fast and efficient solving of instrument issues and to maximize your instrument uptime.
- Remote instrument monitoring is initialized by our service engineer at your request (usually when your instrument malfunctions and a diagnosis of its state is needed) and assistance. During the monitoring session our engineer remotely connects to the computer controlling your instrument and performs diagnostics tests, similarly as if present in person on site.
- If the remote diagnosis shows a service engineer must be dispatched to your lab to fix the issue, he arrives with the right spare parts to get the job done fast.
- Using the remote instrument monitoring has no effect on the price of the service contract but in case you do not allow us to use this diagnostic tool it may affect our response time.
- Note: Remote monitoring is completely secure. The data traffic is secured using 2048 RSA public/private key exchange and AES (256 bit) session encryption. This technology is used in a comparable form for https/SSL and is considered completely safe by today's standards. All remote software files are signed via VeriSign Code Signing. In this manner, the publisher of the software is always readily identifiable. Apart from dynamic identification there is always a fresh remote session password created. Additionally, no invisible computer handling is possible, you can always see on the desktop steps taken by our service engineer. To protect your data, you are always informed ahead and approve when we start this remote monitoring service.

Customers having service contracts for their instruments are our key clients. Their requirements are of highest priority to our service department. We take care of scheduling preventive maintenance and other regularly performed visits ourselves and we proactively contact you to dispatch our engineers not to disturb your daily routine. The service contract gives you the best service available.