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Services and support for your Ion GeneStudio S5 systems

Protect your instrument—and your investment

The Ion GeneStudio™ S5 systems are a series of benchtop next-generation sequencing (NGS) systems that enable you to efficiently run small and large projects across multiple research applications, with the simplest sample-to-data NGS workflow and superior speed. With flexibility powered by the ability to choose from five Ion Torrent™ chips, these systems offer the opportunity to conduct wide-ranging experiments on a single platform.

Thermo Fisher Scientific helps increase laboratory productivity to support your scientific and business success by offering several service and support options that can help optimize the performance and value of your Ion GeneStudio S5 system.

SmartStart orientation—enabling your success

Ion GeneStudio S5 systems can be purchased with SmartStart™ orientation to get you up and running quickly. SmartStart orientation includes hands-on training in your laboratory to educate you on the fundamentals of the Ion GeneStudio S5 system, library preparation, and the Ion AmpliSeq™ workflow.



Bioinformatics and IT services—optimizing NGS data analysis tools

Get the most out of your organization's investment in the Ion GeneStudio S5 system by utilizing our bioinformatics consulting services to gain insight into the system's powerful data analysis and management tools. From experimental design to data analysis and interpretation, the bioinformatics consulting service offers:

- An on-site visit from a bioinformatics application scientist to review software, applications, workflow optimization, or IT and data management
- Assistance with custom pipelines and plug-ins, Linux™-based scripting, and third-party tools and data analysis
- Unlimited year-long access to Torrent Suite™ Software, Ion Reporter™ Software, and Ion AmpliSeq™ Designer remote training courses



Flexible service—reducing downtime

Every Ion GeneStudio S5 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 or select from one of our convenient instrument packages.



On-site service plans at a glance

Product	AB Complete	AB Assurance	AB Maintenance
Standard on-site response time	Next business day*	2 business days*	3 business days**
Scheduled on-site PM	•	•	•
Remote instrument diagnostics	•	•	•
Priority access to technical support (Monday–Friday, standard business hours)	•	•	•
Parts, labor, and travel for repair	•	•	
Priority access to remote service engineer	•	•	
Post-PM requalification and critical repairs	•		
Field application scientist (FAS) consultation	•		

* Availability limited in some geographic areas.

** When on-site repair is required, the standard response time begins 3 business days from receipt of a purchase order for parts, labor, and travel.

Instrument packages

Each instrument package includes SmartStart orientation and bioinformatics support. Adding additional years of service coverage helps ensure that after the warranty on your new system expires, you will not experience any lapse in coverage.

Extended warranty packages include:

- Everything in the base instrument package plus either a 1-year or 3-year extended warranty

Base instrument packages include:

- The Ion GeneStudio S5 System—choose from the S5, S5 Plus, or S5 Prime instruments
- 1 full day of SmartStart orientation, including hands-on training in your laboratory
- 1 day of NGS customized training (TRN00230)
- 10 hours of bioinformatics consulting, including data analysis training

Service plans and instrument packages

Ordering information

Product	Cat. No.
Ion GeneStudio S5 System	A38194
Ion GeneStudio S5 + SmartStart	A38405
Ion GeneStudio S5 + SmartStart + 1-year extended warranty	A38406
Ion GeneStudio S5 + SmartStart + 3-year extended warranty	A38407
AB Complete service plan	ZG21SCIONS5
AB Assurance service plan	ZG11SCIONS5
AB Maintenance service plan	ZG41SCIONS5
Ion GeneStudio S5 Plus System	A38195
Ion GeneStudio S5 Plus + SmartStart	A38408
Ion GeneStudio S5 Plus + SmartStart + 1-year extended warranty	A38409
Ion GeneStudio S5 Plus + SmartStart + 3-year extended warranty	A38410
AB Complete service plan	ZG21SCIONS5PLUS
AB Assurance service plan	ZG11SCIONS5PLUS
AB Maintenance service plan	ZG41SCIONS5PLUS
Ion GeneStudio S5 Prime System	A38196
Ion GeneStudio S5 Prime + SmartStart	A38411
Ion GeneStudio S5 Prime + SmartStart + 1-year extended warranty	A38412
Ion GeneStudio S5 Prime + SmartStart + 3-year extended warranty	A38413
AB Complete service plan	ZG21SCIONS5PRIME
AB Assurance service plan	ZG11SCIONS5PRIME
AB Maintenance service plan	ZG41SCIONS5PRIME



Compliance and qualification services—balancing business and regulatory requirements

Instrument hardware qualifications include installation qualification (IQ), operational qualification (OQ), and instrument performance verification (IPV). We can partner with you to deliver timely, cost-effective, and trusted compliance services that can help move you into production faster.

- IQ/OQ/IPV—recommended at installation and when moving the instrument
- OQ/IPV—recommended annually with planned maintenance and following critical repairs

Ordering information

Product	Cat. No.
Ion GeneStudio S5 System	
IQ/OQ/IPV, Ion S5 + Ion Chef	A29081
IQ/OQ/IPV, Ion S5 + Ion OneTouch 2	A29171
OQ/IPV, Ion S5 + Ion Chef	A29082
OQ/IPV, Ion S5 + Ion OneTouch 2	A29172
Ion GeneStudio S5 XL, Plus, and Prime Systems	
IQ/OQ/IPV, Ion S5 XL/Plus/Prime + Ion Chef	A29236
IQ/OQ/IPV, Ion S5 XL/Plus/Prime + Ion OneTouch 2	A29173
OQ/IPV, Ion S5 XL/Plus/Prime + Ion Chef	A29170
OQ/IPV, Ion S5 XL/Plus/Prime + Ion OneTouch 2	A29174

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Москва
ул. Магаданская, д. 7, к. 3 ■ тел./факс: (495) 745-0508 ■ sales@dia-m.ru

www.dia-m.ru

С.-Петербург
+7 (812) 372-6040
spb@dia-m.ru

Новосибирск
+7(383) 328-0048
nsk@dia-m.ru

Воронеж
+7 (473) 232-4412
vrn@dia-m.ru

Йошкар-Ола
+7 (927) 880-3676
nba@dia-m.ru

Красноярск
+7(923) 303-0152
krsk@dia-m.ru

Казань
+7(843) 210-2080
kazan@dia-m.ru

Ростов-на-Дону
+7 (863) 303-5500
rnd@dia-m.ru

Екатеринбург
+7 (912) 658-7606
ekb@dia-m.ru

Кемерово
+7 (923) 158-6753
kemerovo@dia-m.ru

Армения
+7 (094) 01-0173
armenia@dia-m.ru

