



# Services and support for the EVOS M7000 Cell Imaging System

## Flexible options to support your lab and protect your investment

The new Invitrogen™ EVOS™ M7000 Cell Imaging System brings ease of use and image quality to a whole new level. Its advanced features are designed to meet the needs of multiple users with varying levels of experience. To help increase laboratory productivity and support scientific and business success, we offer several instrument service plans to help keep your instruments running smoothly.



### Service plans help protect your investment

Whether your laboratory requires the highest service levels and adherence to stringent regulatory guidelines, or you need to maximize performance with a limited budget—or anything in between—we'll work with you to develop a solution that best suits your needs.



### SmartStart™ orientation gets you up and running quickly

We've taken the guesswork out of learning to use your new instrument. Every EVOS M7000 system includes one day of on-site SmartStart orientation that covers basic setup and a review of hardware and fluidics, instrument operation, maintenance, software use, sample preparation, applications, data analysis, and troubleshooting.



### Support staff enable your success

Technical applications scientists with years of cell biology and microscopy experience support our customers worldwide. This remote staff will work with you via our toll-free tech support hotline or by email to support application development, answer instrument inquiries, and help troubleshoot.



### Flexible service plans help reduce downtime

The EVOS M7000 system comes with a one-year warranty. Extended-coverage service plans are also available at the time of instrument purchase. Combining an extended warranty with your instrument purchase prevents lapses in coverage, provides the support you need to keep your instrument running, and can help extend the life of your investment.

Choose a plan that best fits your lab's requirements or select from one of our convenient instrument packages.



### Qualification services balance business and regulatory requirements

Instrument hardware qualifications for the EVOS M7000 system include installation qualification (IQ) and operational qualification (OQ) to document and verify that instruments are installed and operating according to manufacturer's specifications. An IQ/OQ is recommended at installation and when moving the instrument. Our qualification specialists will partner with you to deliver timely, cost-effective, and trusted qualification services that can help move you into production faster.



### On-site service plans at a glance

Product	AB Assurance	AB Maintenance
Standard on-site response time	2 business days*	3 business days**
Scheduled on-site planned maintenance	✓	✓
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	✓	

\* Availability limited in some geographic areas.

\*\* After receipt of a purchase order.

### Ordering information

Product	Cat. No.
<b>EVOS M7000 Cell Imaging System</b>	<b>AMF7000</b>
EVOS M7000 Cell Imaging System with SmartStart orientation†	A42845
EVOS M7000 Cell Imaging System, SmartStart orientation, 1-year extended warranty†	A42844
AB Assurance Plan for the EVOS M7000 Cell Imaging System	ZG11SCEVOSFLAUTO2D
AB Maintenance Plan for the EVOS M7000 Cell Imaging System	ZG41SCEVOSFLAUTO2D
IQ/OQ for the EVOS M7000 Cell Imaging System	A34755

† Packages are not available in all regions. Contact your services and support representative for availability in your region.

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

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