

Applied Biosystems | HITACHI



www.seqme.eu



WE STAND BEHIND YOU

Service and support of your ABI instruments

Since 2012



Servicing your Applied Biosystems® instruments

Preventive maintenance

To ensure trouble-free operation, we offer regular inspections aimed at verifying the current status of the instrument, functionality of the system and its components, including computers, cleaning, adjustment, and calibration, if necessary.

Instrument Performance Verification

We will verify that your instruments comply with their functional specifications meaning they provide results that you reasonably expect and require.

The tests are carried out according to the standards prescribed by the manufacturer.

User training

In many laboratories, some instruments have been used for many years. Their current users were often unable to attend the original operator training, so it is realistic to expect that instrument are used inefficiently and the cost of individual analyzes is too high. Our training helps you to improve it all.

- Trainings are performed in your lab, using your equipment and its software
- Agenda is always set individually to meet your needs and requirements

„We are very pleased with the help from SEQme service engineer.“

Claus, University of Copenhagen

Instruments supported

Genetic Analyzers

310, 3100, 3100-Avant, 3130/xl, 3500/xl, 3730/xl, SeqStudio

qPCR Cyclers

7300, 7500, 7500Fast, 7900, StepOne, StepOnePlus, ViiA7, QuantStudio

PCR Cyclers

All models incl. Veriti, SimpliAmp, ProFlex, 9700 etc.



Defect diagnosis and repairs

- We perform defect diagnosis (remote or on-site) and repairs, use original new or refurbished spare parts.

Long-term service contracts

- We offer long-term service contracts for all supported instruments.
- All service contracts are always prepared to meet your specific requirements, as regards scope and duration.

Technical and application support

- We offer consulting services in connection with the operation of your instrument and help solve problems arising from its use, mainly on the basis of the results provided.
- We analyze problems and recommend steps for their removal.

Calibration

- We perform all types of calibrations of DNA sequencers and qPCR cyclers (ROI, background, pure dyes), including cleaning of optical subsystems, etc.

Moving instruments

- If you need to move your instrument to another laboratory, building or town, we will prepare it for the removal, especially by fixing its moving parts and packaging it.
- After moving, we will put the instrument back into operation and verify its functionality.

„It is obvious that SEQme engineer knows our genetic analyzer inside out. Clearly, he has a wealth of knowledge and information that could be tapped into.“

Declan, Galway-Mayo Institute of Technology

Meet our team ...

... and we will meet your expectations!



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