

**Bijlage 1. Specificaties onderhoudscontract Thermo Fisher****Premium contract****1. Application Support**

- Direct access to Application Scientist expert support by phone.
- Guaranteed same day response by an application scientist expert via email.
- On-site field application or Bioinformatics consultation at no cost to customer for the number of days indicated in quotation, if requested by customer during the plan period.
- Guaranteed field application support on-site response time of 3 business days after qualification of the issue\*\*.
- Service/Support will perform a control run (RNAseP) for on-site troubleshooting at no additional cost.

**2. Field service**

- Includes all parts, labor and travel for unlimited breakdowns
- One Planned Maintenance service visit per annum (if taken for 2x 6m)
- FAST Response time - Guaranteed on Site within 24 hours
- Free access to Technical and Application Support Helplines
- Guaranteed call back within 4 working hours for breakdowns
- Includes Pure Dye Calibration for QPCR instruments (one standard block)




Garanties worden niet overgedragen van eigenaar. Alle huidige contracten en garanties worden stopgezet bij de huidige eigenaar en worden hernomen als het instrument teruggaat naar de oorspronkelijke eigenaar.

## Bijlage 2: Voorbereiding voor transport naar oorspronkelijke eigenaar

### Voorbereiding QuantStudio PCR apparatuur

Prepare the instrument to store, move, or ship

In the home screen:

1. Touch  Settings ▶ Maintenance and Service ▶ Ship Prep Mode ▶ Next.
2. Touch  to eject the instrument drawer.
3. Load the packing plate or an empty plate, then touch  to close the drawer.
4. Touch Lock Block.
5. Power off the instrument using the power switch on the back of the instrument.

The instrument is now ready to store, move, or ship.

### Voorbereiding KingFisher extractie apparatuur:

Nieuwe model:

## How to pack the instrument for transportation

### How to refit the transport lock of the heating block

This section describes how to refit both the transport locks, the transport lock of the heating block and that of the tip comb holder.

To refit the transport lock of the heating block, follow these steps:

1. Remove the heating block in the following way:
  - First choose the Change\_heatblock protocol.
  - Then press START.
  - Remove the heating block by pulling it out.
  - Press the START key when the task has been completed.
2. Switch off the power.
3. Take the transport lock screw from its storage site.
4. Insert the transport lock screw into the label and refit the transport lock of the heating block into its place (Figure 26).



Figure 26 Refitting the transport lock of the heating block (A)

5. The transport lock of the heating block is refitted according to Figure 27. Screw the transport lock screw clockwise (Figure 27). Figure 31 shows both the transport locks refitted.

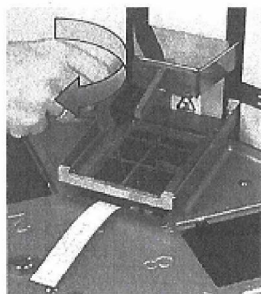


Figure 27 Refitting the transport lock of the heating block (B)

How to refit the transport lock of the tip comb holder

To refit the transport lock of the tip comb holder, follow these steps:

1. Press the tip comb holder downwards evenly with both hands (Figure 28).

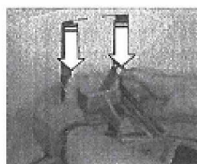


Figure 28 Pressing the tip comb holder downwards

**Installation**

How to pack the instrument for transportation



**CAUTION!** Ensure that the power is switched off.

2. Insert the transport lock screw of the tip comb holder with transport lock tag first by adjusting the screw into the lock position so that both the holes are opposite each other and aligned with the thread in the chassis (Figure 29). Note that one of the holes is inside the instrument and not so visible. Then fasten the screw by turning it firmly clockwise (Figure 30).

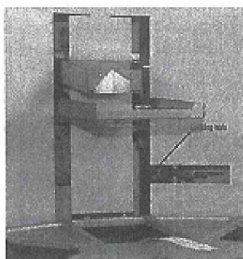


Figure 29 Location of the locking hole

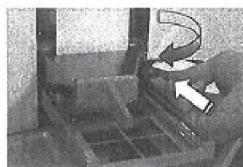


Figure 30 Fitting the transport lock of the tip comb holder

Figure 31 shows both the transport lock of the heating block and the tip comb holder refitted.

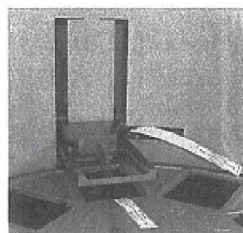


Figure 31 Both transport locks refitted

Vorbereitung KingFisher extractie apparatuur:

Oudere model:

## How to pack the instrument for transportation

### How to refit the transport lock of the heating block

This section describes how to refit both the transport locks, the transport lock of the heating block and that of the tip comb holder.

To refit the transport lock of the heating block, follow these steps:

1. Remove the heating block in the following way:

First choose the Change\_heatblock protocol.

Then press **START**.

Remove the heating block by pulling it out.

Press the **START** key when the task has been completed.

2. Switch off the power
3. Take the transport lock screw from its storage site.
4. Insert the transport lock screw into the label and refit the transport lock of the heating block into its place (Figure 3-26).

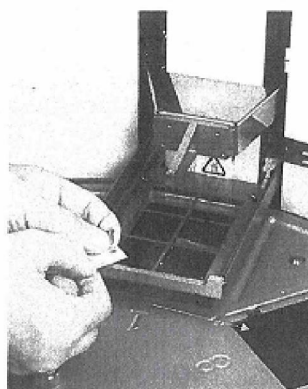
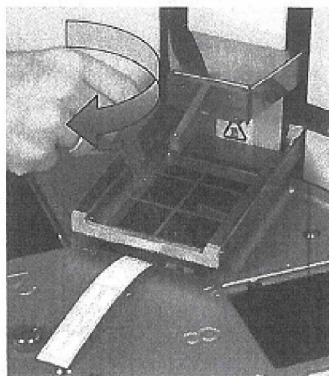


Figure 3-26. Refitting the transport lock of the heating block (A)

**Installation**

How to pack the instrument for transportation

5. The transport lock of the heating block is refitted according to Figure 3-27. Screw the transport lock screw clockwise (Figure 3-27). Figure 3-30 shows both the transport locks refitted.



**Figure 3-27.** Refitting the transport lock of the heating block [B]

**How to refit the transport lock of the tip comb holder**

To refit the transport lock of the tip comb holder, follow these steps:

1. The transport lock of the tip comb holder is refitted according to Figure 3-28 through Figure 3-29. Press the transport lock from both sides and insert the two eccentric pins back into place into their respective holes (Figure 3-28).



**Caution** Ensure that the power is switched off.

## Installation

How to pack the instrument for transportation

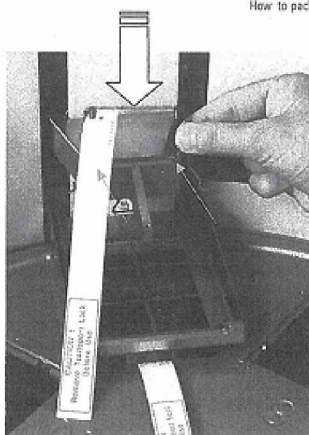


Figure 3-28. Fitting the transport lock of the tip comb holder (A)

2. Press the tip comb holder transport lock ends together with both hands and insert all the way down to lock position (Figure 3-29). Note that the turntable can move slightly although the transport lock is fitted.

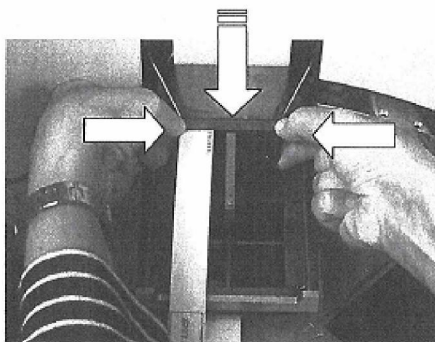


Figure 3-29. Fitting the transport lock of the tip comb holder (B)

### Bijlage 3. Procedure bij installatie en terugplaatsing van de Testapparaten

De procedure voor installatie van een Testapparaat (ook genoemd : Instrument) bij plaatsing in de laboratoria en de installatie na terugplaatsing bij de eigenaar zoals deze wordt uitgevoerd door Thermo Fisher, is als volgt:

#### KingFisher RNA extractie apparatuur

Bij een instrument installatie en relocalisatie zal de service/support dienst van Thermo Fisher:

- het Instrument uitpakken en opstellen
- connecties lokaal of netwerk aansluiten en opzetten
- onderhoudshistoriek opvragen en evalueren
- carousel en magnetic head alignment controleren en eventueel aanpassen
- heating element controleren
- correcte script upladen
- richtlijnen geven voor het gebruik in relatie tot het te runnen script.

#### QuantStudio PCR apparatuur

De procedure voor installatie na terugplaatsing zoals deze wordt uitgevoerd door Thermo Fisher, is als volgt:

Wanneer een Testapparaat ( ook genoemd: instrument) gere-localiseerd is en geïnstalleerd wordt bij de gebruiker zal de service/support dienst van Thermo Fisher:

- het instrument uitpakken en opstellen
- connecties lokaal of netwerk aansluiten en opzetten
- onderhouds historiek opvragen en evalueren
- calibratie status controleren en eventueel aanpassen
- een verificatie-run uitvoeren en interpreteren van om een correcte setup van het instrument na te gaan en af te vinken

Bij een herinstallatie worden bovenstaande handelingen uitgevoerd door de service/support dienst van Thermo Fisher op locatie met de toevoeging van:

- temperatuurs controle van heating cover en block
- hercalibratie van het instrument en de dyes.

-En er wordt weer een verificatie-run gelopen en geëvalueerd ter aftekening van de performantie.

Indien het instrument in een ISO-gecertificeerde omgeving wordt geplaatst kan bijkomend geopteerd worden voor een uitgebreide en gedocumenteerde installatie & operationele qualificatie (IQ/OQ).