



Protecting your investment in cell therapy manufacturing

Comprehensive services for the portfolio of CTS instruments

Services and support

Help optimize the performance and longevity of your Gibco™ Cell Therapy Systems™ (CTS™) instrument portfolio—including the Gibco™ CTS™ Rotea™ Counterflow Centrifugation System, CTS™ DynaCollect™ Magnetic Separation System, CTS™ Xenon™ Electroporation System, and the CTS™ Compleo™ Fill and Finish System—with comprehensive services and support from Thermo Fisher Scientific.

Designed to complement our closed, modular, and integrated approach to cell therapy manufacturing, our global services help ensure your systems operate efficiently, reliably, and in compliance as you scale from development to commercial production. From hands-on training and application support to qualification services, preventive maintenance, and extended service coverage, we partner with you at every stage to help protect your investment and enable consistent, high-quality manufacturing outcomes.

SmartStart Orientation Training

Unlock the full potential of your CTS instrument with our SmartStart™ Orientation Training. Learn how to confidently operate your system, build and optimize protocols, and execute critical cell therapy manufacturing steps with precision and ease. Through professional-led, hands-on instruction from a field application scientist, you'll gain the skills needed to support rapid adoption, reliable performance, and consistent, high-quality results from day one.

Designed for both new operators and experienced users seeking a structured refresher, this course provides a strong foundation in system operation, workflow configuration, and routine maintenance. Participants also receive practical training on instrument software and protocol management tools, enabling them to create, modify, and manage processes tailored to their manufacturing needs.

By the end of this course, participants will be able to:

- Confidently operate and navigate their CTS instrument platform
- Build, edit, save, and optimize process protocols using system software
- Set up and execute key unit operations within cell therapy manufacturing workflows
- Apply best practices for system care, maintenance, and performance optimization

Qualification and validation services

Instrument qualification services for CTS systems include installation qualification (IQ) and operational qualification (OQ). Our experienced qualification specialists partner with you to help deliver timely, cost-effective, and reliable qualification services, supported by audit-ready documentation. These services help ensure that your CTS solutions meet your documentation and compliance requirements.

Contact an instrument qualification specialist to learn more at thermofisher.com/iqoqpg

Comprehensive warranty and service plans to protect your investment

Choose from a range of extended-coverage service plans to meet your budget and needs. In addition to the standard warranty, these plans offer:

- Preventive maintenance
- Access to Remote Support
- Prioritized response time

Get the right coverage for your lab—request your personalized quote at thermofisher.com/service-plan-request

AB Assurance: preferred coverage for peace of mind

Our most popular instrument service plan, Applied Biosystems™ AB Assurance™ service plan, takes the guesswork out of enabling instrument uptime. All parts, labor, and travel costs are included for standard repairs, and the annual planned maintenance (PM) makes it easy to keep up with instrument care.

Find out more about the AB Assurance service plan at thermofisher.com/abassurance

In addition to qualification services, our computer system validation (CSV) consulting services guide our customers through an industry-standard suite of documentation for the use of security, audit, and e-signature (SAE) software features. Our service and documentation packages help you save time on the costs of validation while enabling compliance with regulations and standards.

Contact a CSV specialist to learn more at thermofisher.com/csv

Learn more at thermofisher.com/instrumentservices

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