

Illumina® Billable Service Structure

Illumina service support for instrumentation not under warranty.

INTRODUCTION

Illumina offers several Extended Warranty Agreement Programs* to minimize and budget for instrument maintenance costs. For those customers choosing not to take advantage of one of the available Extended Warranty Programs, we will provide service according to the Illumina Billable Service Structure. This Service is available from your local Field Applications or Field Service Representative. Please note that a purchase order is required in advance when requesting Billable Service.

MINIMUM LABOR CHARGE

A minimum labor charge of two hours is required for all on-site service, excluding travel time. Many service problems are corrected in less than two hours. Illumina urges customers to take full advantage of the allotted two hours for preventive maintenance or for a thorough safety check of all devices.

TRAVEL AND LIVING EXPENSES

Under Illumina's Billable Service Structure Program, all travel expenses, including air or rail travel, hotel costs, meals, tolls, mileage and/or rental car, will be charged to the customer based on the closest service representative location. Travel and living expenses are covered under Illumina's Standard Warranty and Extended Warranty Programs.



PARTS

Under the Illumina Billable Service Structure Program, all parts required to service Illumina systems will be charged to the customer. Any part that a customer purchases directly from Illumina becomes the property of that customer and may not be exchanged or returned for credit. All parts are covered under Illumina's Warranty Programs.

Illumina Field Service personnel maintain a stock of parts for the majority of routine requirements. However, additional items required for repair will be shipped to the customer, or to Illumina Field Service personnel, at the customer's expense. A minimum handling fee of \$50 is charged for each part used to return an instrument to manufacturer's specifications.

BILLABLE SERVICE RATES

ZONE	MILES FROM NEAREST REP LOCATION	HOURLY LABOR CHARGE	TRAVEL RATE	MINIMUM CHARGE FOR SITE VISIT
1	0–150	\$300 [†]	\$300/hr [†]	\$1,200
2	151–750	\$300 [†]	\$1,000 flat rate	\$1,600
3	> 750	\$300 [†]	\$1,500 flat rate	\$2,100

* Please consult your local Sales or Service Representative for details regarding these programs.
[†] Two-hour minimum charge.

SHIPPING

Routine consumable items and non-emergency service items will be shipped to the customer by the most economical means. Emergency service items will be shipped via next-day or airline counter-to-counter service. Illumina Field Service personnel will determine the best possible action to be taken in order to avoid costly shipping charges.

SPECIAL SERVICE

Requests for special service work (e.g., modification of units to support special applications and accessories or to move equipment) will be quoted on an individual basis. These quotes may include charges for physically moving and revalidating equipment in addition to associated travel expenses, if the service representative must travel from outside the immediate area. These quotes may also include preparatory time.

ADDITIONAL INFORMATION

For more information on Illumina Instrument Service Warranties and Service Contracts, please contact Customer Solutions at 1.800.809.4566 (toll free), 1.858.202.4566 (outside North America), or orders@illumina.com.

Illumina, Inc.
Customer Solutions
9885 Towne Centre Drive
San Diego, CA 92121-1975
1.800.809.4566 (toll free)
1.858.202.4566 (outside North America)
techsupport@illumina.com
www.illumina.com

FOR RESEARCH USE ONLY

© 2007 Illumina, Inc. All rights reserved.
Illumina, Solexa, Making Sense Out of Life, Oligator, Sentrix, GoldenGate, DASL, BeadArray, Array of Arrays, Infinium, BeadXpress, VeraCode, IntelliHyb, iSelect, and CSPro are registered trademarks or trademarks of Illumina. All other brands and names contained herein are the property of their respective owners.
Pub. No. 970-2008-008 Current as of 18 February 2008

