

Illumina® Service Contract Comparison Chart

A comprehensive one year Standard service contract is included with every new Illumina instrument purchase along with installation and basic applications training. Illumina also offers several options to extend or upgrade your level of service contract coverage. For more information, please contact your Illumina Account Manager or Illumina Inside Sales at 1.800.809.4566 (toll free), 1.858.202.4566 (outside North America), or InsideSales@illumina.com.

	Parts Only	Standard	Silver	Gold	Dedicated On-Site
Term	1 Year	1 Year	1 Year	1 Year	2 Year
Replacement Parts	Full Coverage	Full Coverage	Full Coverage	Full Coverage	Full Coverage
Labor	Not Included	Full Coverage	Full Coverage	Full Coverage	Full Coverage
5 x 24 Email Support¹	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
5 x 18 Phone Support²	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Average On-Site Response Time³	5 Business Days from Service Purchase Order Receipt	5 Business Days	3 Business Days	2 Business Days	Immediate
Annual Preventative Maintenance Service	Not Included	Not Included	1	2	2
Software/Hardware Updates	Not Included	Included	Included	Included	Included
Applications Support⁴	Not Included	Included	Included	Included	Included
Applications Advanced Training	Not Included	Discounts Available	Discounts Available	Discounts Available	Included

¹Monday 8:00 am Singapore Time Zone – Friday 5:00 pm US Pacific Time Zone

²Monday – Friday, 8:00 am London Time Zone – 5:00 pm US Pacific Time Zone

³From time of internal dispatch by Illumina Technical Support

⁴Includes on-site troubleshooting & repair

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Illumina® Service Contract Descriptions

Level	Description
Parts Only	Includes full coverage for replacement parts. On-site Service labor not included. Includes comprehensive 5 x 24 ¹ e-mail support and 5 x 18 ² telephone support (instrument, applications, and bioinformatics).
Standard	Includes full coverage for all service parts and labor. Includes comprehensive 5 x 24 ¹ email support and 5 x 18 ² telephone support (instrument, applications, bioinformatics); five business day average on-site response time, critical and non-critical hardware and software updates, applications support, access to online training modules, and discounts on optional advanced training programs. This is the same coverage level that is provided for the first year with new instrument purchases.
Silver	Includes full coverage on all service parts and labor. Includes comprehensive 5 x 24 ¹ email support and 5 x 18 ² telephone support (instrument, applications, bioinformatics); three business day average on-site response time, critical and non-critical updates, applications support, access to on-line training modules, and discounts on optional advanced training programs. Includes one Preventative Maintenance visit per year.
Gold	Includes full coverage on all service parts and labor. Includes comprehensive 5 x 24 ¹ email support and 5 x 18 ² telephone support (instrument, applications, bioinformatics); two business day average on-site response time, critical and non-critical updates, applications support, access to online training modules, and discounts on optional advanced training programs. Includes two Preventative Maintenance visits per year. Limited availability.
Dedicated On-Site FSE Normal Hours + Local FAS Support	Dedicated On-Site Field Service Engineer, normal business hours (Monday–Friday), excludes holidays. On-site support to maintain & repair instruments. Requires all covered instruments to be on a Parts Only service contract. Also includes per site local FAS support equivalent to our Standard level service contract. An initial two year minimum commitment is required. Limited availability.
Dedicated On-Site FSE Normal Hours	Dedicated On-Site Field Service Engineer, normal business hours (Monday–Friday), excludes holidays. On-site support to maintain & repair instruments. Requires all covered instruments to be on a Parts Only service contract. Also requires either (1) Dedicated On-Site FAS service contract or (1) Dedicated On-Site FSE + Local FAS Support service contract per site. An initial two year minimum commitment is required. Limited availability.
Dedicated On-Site FSE After Hours	Dedicated On-Site Field Service Engineer. May be placed on a regular schedule outside of normal business hours for up to 40 hours per week. On-site support to maintain & repair instruments. Requires all covered instruments to be on a Parts Only service contract. Also requires either (1) Dedicated On-Site FAS service contract or (1) Dedicated On-Site FSE + Local FAS Support service contract per site. An initial two year minimum commitment is required. Limited availability.
Dedicated On-Site FAS Normal Hours	Dedicated On-Site Field Applications Scientist, normal business hours (Monday–Friday), excludes holidays. Includes on-site applications support and customer training. Requires all covered instruments to be on a Parts Only and On-Site FSE service contract. An initial two year minimum commitment is required. Limited availability.
Dedicated On-Site FAS After Hours	Dedicated On-Site Field Applications Scientist. May be placed on a regular schedule outside of normal business hours for up to 40 hours per week. Includes on-site applications support and customer training. Requires all covered instruments to be on a Parts Only and On-Site FSE service contract. An initial two year minimum commitment is required. Limited availability.

¹5 x 24 Email Support: Monday 8:00 am Singapore Time Zone – Friday 5:00 pm US Pacific Time Zone

²5 x 18 Telephone Support: Monday-Friday, 8:00 am London Time Zone – 5:00 pm US Pacific Time Zone

³Average on-site response time from time of internal dispatch by Illumina Technical Support.

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