

# PARTS ONLY Extended Warranty

In an effort to meet a variety of needs and budgets, Illumina offers an extended warranty for those who choose to cover the cost of parts only.

## INTRODUCTION

Every Illumina instrument purchase includes a 12-month warranty covering scheduled preventative maintenance service, unlimited replacement parts, emergency service calls, and regularly scheduled applications training. After the first year, you can choose to purchase additional warranty coverage. Of the available options, the PARTS ONLY Extended Warranty is the most affordable, covering 100% of the cost of replacement parts. Please note that labor costs are not included. For a complete explanation of labor charges, review “Illumina’s Billable Service Structure” document available at [www.illumina.com](http://www.illumina.com).

## THE PARTS ONLY EXTENDED WARRANTY INCLUDES:

- Full cost of replacement parts, including laser
- 12-month warranty period
- Guaranteed five-day on-site response time
- Unlimited email and telephone support

## AVAILABLE FOR EVERY ILLUMINA SYSTEM

A PARTS ONLY Extended Warranty is available for all Illumina instruments, including the BeadStation, LiHa Robot, ROMA Robot, AutoLoader, LIMS, Cluster Station, Paired-End Module, Genome Analyzer, and BeadXpress™ Reader. It may be purchased at the time of system purchase, when the included one-year warranty ends, or any time in between.

FIGURE 1: ILLUMINA INSTRUMENTS

BeadXpress™ Reader



BeadArray™ Reader



Genome Analyzer



TABLE 1: PARTS ONLY EXTENDED WARRANTY

|  |               |
|--|---------------|
| Term (months)  | 12            |
| On-Site Response Time (average)  | 5 days        |
| Preventative Maintenance Visits (per 12-month period; does not include LIMS systems) | Not included  |
| On-Site Emergency Service Visits   | Not included  |
| Parts  | Full coverage |
| Labor  | Not included  |
| Software/Hardware Updates  | Not included  |
| Training   | Not included  |
| Applications Support   | Not included  |
| Phone Support  | Unlimited     |
| Email Support  | Unlimited     |

## ORDERING INFORMATION

| CATALOG NO. | PRODUCT  | DESCRIPTION   |
|-------------|--|---|
| SV-101-1001 | PARTS ONLY BeadStation Extended Warranty       | Additional 12-month parts only coverage for the BeadStation       |
|             | PARTS ONLY LiHa Robot Extended Warranty        |   |
| SV-121-1001 | PARTS ONLY ROMA Robot Extended Warranty        | Additional 12-month parts only coverage for the LiHa Robot        |
| SV-122-1001 | PARTS ONLY AutoLoader Extended Warranty        | Additional 12-month parts only coverage for the ROMA Robot        |
| SV-111-1001 | PARTS ONLY LIMS Extended Warranty              | Additional 12-month parts only coverage for the AutoLoader        |
| SV-131-1001 | PARTS ONLY Genome Analyzer Extended Warranty   | Additional 12-month parts only coverage for the LIMS              |
| SV-301-1001 | PARTS ONLY BeadXpress Reader Extended Warranty | Additional 12-month parts only coverage for the Genome Analyzer   |
| SV-201-1001 | PARTS ONLY BeadXpress Reader Extended Warranty | Additional 12-month parts only coverage for the BeadXpress Reader |

## ADDITIONAL INFORMATION

To learn more about the PARTS ONLY Extended Warranty, please contact Customer Solutions at 1.800.809.4566 (toll free), 1.858.202.4566 (outside North America), or [orders@illumina.com](mailto:orders@illumina.com).

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