

# PLUS Extended Warranty

Comprehensive coverage providing preventative maintenance, complete support, and emergency visits for confident use of your Illumina instruments.

## 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. The PLUS Extended Warranty option provides you with all-inclusive instrument coverage and additional training.

## THE PLUS EXTENDED WARRANTY INCLUDES:

- Full system coverage for all installed applications (automation hardware covered under this warranty if purchased separately)
- 12-month warranty period
- Unlimited on-site emergency service calls during normal business hours (Monday–Friday, 8:00 a.m. to 5:00 p.m. local time, excluding holidays)
- Guaranteed 72-hour on-site response time
- Five on-site Priority Applications Support visits for on-going training and data analysis support
- One preventive maintenance (PM) visit per 12-month period\*
- All applicable hardware and software upgrades for purchased applications for system covered, provided on a semi-annual basis†
- All parts, including laser replacement‡
- Unlimited telephone support

## AVAILABLE FOR EVERY ILLUMINA SYSTEM

A PLUS 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



\* The PM is scheduled with the customer's laboratory workload in mind. The PM shall be performed Monday through Friday, 8:00 a.m. to 5:00 p.m. (local time), excluding Illumina or Customer holidays. Each PM is completed using PM kits included with this Extended Warranty.

† Please refer to Warranty Terms and Conditions for details.

‡ All parts, cost of reagents, accessories, and consumable items used during repair or validation are covered under the PLUS Extended Warranty.

TABLE 1: PLUS EXTENDED WARRANTY

Term (months)	12
On-Site Response Time (average)	72 hours
Preventative Maintenance Visits (per 12-month period; does not include LIMS systems)	One
On-Site Emergency Service Visits	Unlimited
Parts	Full coverage
Labor	Included
Software/Hardware Updates	Included
Training	Included with installs or when new applications are added
Applications Support	Unlimited
Phone Support	Unlimited
Email Support	Unlimited

## ORDERING INFORMATION

CATALOG NO.	PRODUCT	DESCRIPTION
SV-101-1003	PLUS BeadStation Extended Warranty	Additional 12-month full system coverage for the BeadStation
SV-121-1003	PLUS LiHa Robot Extended Warranty	Additional 12-month full system coverage for the LiHa Robot
SV-122-1003	PLUS ROMA Robot Extended Warranty	Additional 12-month full system coverage for the ROMA Robot
SV-111-1003	PLUS AutoLoader Extended Warranty	Additional 12-month full system coverage for the AutoLoader
SV-131-1003	PLUS LIMS Extended Warranty	Additional 12-month full system coverage for the LIMS
SV-301-1003	PLUS Genome Analyzer Extended Warranty	Additional 12-month full system coverage for the Genome Analyzer
SV-201-1003	PLUS BeadXpress Reader Extended Warranty	Additional 12-month full system coverage for the BeadXpress Reader

## ADDITIONAL INFORMATION

To learn more about the PLUS 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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Pub. No. 970-2008-010 Current as of 25 February 2008

