

BASIC Extended Warranty

An economical solution providing full system coverage at a reduced rate.

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 BASIC Extended Warranty option offers full system coverage at a more affordable price.

THE BASIC EXTENDED WARRANTY INCLUDES:

- Full system coverage for all installed applications (automation hardware covered under this warranty if purchased separately)
- 12-month warranty period
- One on-site emergency service call[§] during normal business hours (Monday–Friday, 8:00 a.m. to 5:00 p.m. local time, excluding holidays) OR
- One preventive maintenance (PM) visit[§] per 12-month period*
- Guaranteed five-day on-site response time
- All applicable hardware and software upgrades for purchased applications for system covered, provided on a semi-annual basis[†]
- 50% of list price for all parts, including laser replacement[†]
- Unlimited email and telephone support

AVAILABLE FOR EVERY ILLUMINA SYSTEM

A BASIC 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

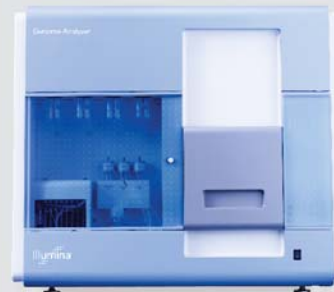
BeadXpress™ Reader



BeadArray™ Reader



Genome Analyzer



[§]The BASIC Extended Warranty includes either one on-site emergency service call OR one preventative maintenance visit.

^{*}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.

TABLE 1: BASIC EXTENDED WARRANTY

Term (months)	12
On-Site Response Time (average)	5 days
Preventative Maintenance Visits (per 12-month period; does not include LIMS systems)	One [§]
On-Site Emergency Service Visits	One [§]
Parts	50% off list price
Labor	Included
Software/Hardware Updates	Included
Training	Included with installs or when new applications are added
Applications Support	Not included
Phone Support	Unlimited
Email Support	Unlimited

[§]The BASIC Extended Warranty includes either one on-site emergency service call OR one preventative maintenance visit.

ORDERING INFORMATION

CATALOG NO.	PRODUCT	DESCRIPTION
SV-101-1002	BASIC BeadStation Extended Warranty	Additional 12-month full system coverage for the BeadStation
SV-121-1002	BASIC LiHa Robot Extended Warranty	Additional 12-month full system coverage for the LiHa Robot
SV-122-1002	BASIC ROMA Robot Extended Warranty	Additional 12-month full system coverage for the ROMA Robot
SV-111-1002	BASIC AutoLoader Extended Warranty	Additional 12-month full system coverage for the AutoLoader
SV-131-1002	BASIC LIMS Extended Warranty	Additional 12-month full system coverage for the LIMS
SV-301-1002	BASIC Genome Analyzer Extended Warranty	Additional 12-month full system coverage for the Genome Analyzer
SV-201-1002	BASIC BeadXpress Reader Extended Warranty	Additional 12-month full system coverage for the BeadXpress Reader

ADDITIONAL INFORMATION

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

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