

Standard Warranty

A comprehensive 12-month standard warranty is included with every Illumina instrument purchase or lease.

INTRODUCTION

Every Illumina instrument purchase or lease 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. To learn more about the Extended Warranties, visit www.illumina.com.

THE STANDARD WARRANTY INCLUDES:

- 12-month warranty period
- Full system coverage for all installed applications (automation hardware covered under separate warranty)
- Coverage for refurbished systems in accordance with contract/quote for that system
- 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)
- Three-day average on-site response time
- Unlimited on-site Priority Applications Support visits for ongoing training and data analysis support
- One preventive maintenance (PM) visit*
- All applicable hardware and software upgrades for purchased applications for the system covered, provided on a semi-annual basis†
- All parts and labor, including laser replacement‡
- Unlimited email and telephone support

PROVIDED WITH EVERY ILLUMINA SYSTEM

The Standard Warranty is provided with the purchase or lease of all Illumina instruments, including the BeadStation, LiHa Robot, ROMA Robot, AutoLoader, LIMS, Cluster Station, Paired-End Module, Genome Analyzer, and BeadXpress™ Reader. An Extended Warranty 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

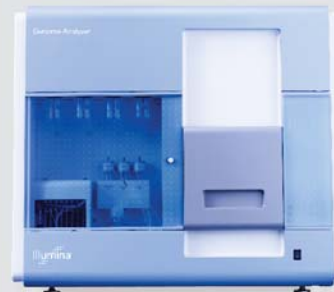
BeadXpress™ Reader



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 Standard Warranty.

TABLE 1: STANDARD WARRANTY COVERAGE

Term (months)	12
On-Site Response Time (average)	Three days
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

ADDITIONAL INFORMATION

To learn more about the Standard Warranty and Extended Warranties, 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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