

Instrument Qualification Services

Qualify Illumina instruments with professional services direct from the manufacturer.

Highlights

- **Comprehensive Advantage Plan**
Maximize productivity, turnaround time, and laboratory compliance with an all inclusive service bundle
- **Convenient Add-ons**
Add instrument qualifications to any major service event at your convenience
- **Flexible A La Carte Options**
Select any instrument qualification service in conjunction with a service event or as needed

Why Qualify?

As basic research extends into areas of clinical interest, many laboratories require installation, operation, and performance qualification of their instruments. Illumina qualification reports can be used to satisfy the specific performance and reporting needs of each laboratory.

For laboratories operating in a purely research environment, Illumina instrument qualification services can provide peace of mind, reduce reactive service calls, and minimize instrument down time.

Instrument Qualification Services From the Company You Trust

Illumina instrument qualification services ensure that instruments perform within specifications—maximizing productivity and turnaround time. Qualification services also help ensure laboratory compliance by providing the necessary documentation to satisfy internal or external review. Qualification services are available in several convenient, flexible options; services can be added-on to existing service events or purchased a la carte on an as needed basis. With the all-inclusive Advantage Plan, qualification services are included at the lowest incremental cost.

Illumina Qualification Service Offerings

Illumina offers 3 types of qualification services, enabling laboratories to balance the cost with available resources (Table 1).

Installation Qualification (IQ)

IQ provides documented evidence that equipment has been delivered and installed correctly. Laboratories typically require IQ after initial installation, laboratory relocation, or major remodeling.



Figure 1: Qualification Services—Experienced Illumina Field Service staff offer a range of services to help research laboratories comply with quality requirements.

Operational Qualification (OQ)

OQ verifies that the overall functionality and usability of an instrument meet the specifications of the original manufacturer. OQ can be performed after a reactive service call, software upgrade, preventive maintenance, or any other requested situation.

Performance Qualification (PQ)

PQ ensures the accuracy and precision of an instrument by comparing operating parameters against predetermined criteria. Illumina recommends PQ after servicing or replacement of certain modules that are critical for optimal instrument performance.

Flexible Quality Service Plans

Illumina instrument qualification services reduce service calls, instrument down time, and deliver audit-quality reports to provide ongoing assurance of exceptional data quality and instrument performance. Illumina qualification services can be obtained by any of the following methods:

- Purchase the Illumina Advantage Plan
- Add on to an existing warranty or service plan
- Purchase a quality service a la carte as needed

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 email servicecontract@illumina.com.

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