

Illumina Product Care Service Plans

Maximize instrument investment with exceptional, world-class service and support.

Tiered Service Plans Deliver the Right Level of Service for Every Lab

A comprehensive 1-year warranty at our Basic Plan service level is included with every new Illumina instrument purchase, along with installation and basic applications training. Illumina also offers several tiered service plans to upgrade the warranty service level or extend service coverage beyond the 1-year warranty. These plans are designed to protect instrument investment from the MiniSeq™ Instrument to the HiSeq X® and NovaSeq™ Systems with one of the best service and support teams in the industry. Illumina Product Care Service Plans deliver maximum performance and productivity with reliable, high-quality results at various cost-effective levels.

Table 1: Illumina Service Plans Glossary

Acronym	Terms	Acronym	Terms
FAS	Field Application Scientist	FSE	Field Service Engineer
PO	Purchase Order	OQ	Operational Qualification
PM	Preventive Maintenance		

Table 2: Illumina Product Care Service Plan Descriptions

Service Plans	Descriptions
Parts Only Plan	Includes full coverage for replacement parts. Onsite service, labor, and travel not included. Includes comprehensive 5 x 24 email support and 5 x 18 ^a telephone support (instrument, applications, and bioinformatics).
Basic Plan	Includes full coverage for parts, labor, and travel; reagent replacement upon instrument failures; no PM; remote Technical Support; 5-business day average onsite response; hardware/software updates; onsite applications support; discounts on advanced training. This plan offers affordable protection against costly repairs, best suited for budget-sensitive customers.
Comprehensive Plan	Includes full coverage for parts, labor, and travel; reagent replacement upon instrument failures; 1 PM; remote Technical Support; 3-business day average onsite response; hardware/software updates; onsite applications support; discounts on advanced training. This choice is the most popular full-service plan, balancing performance, productivity, and cost.
Advantage Plan	Includes full coverage for parts, labor, and travel; reagent replacement upon instrument failures; 1 PM with 1 OQ; OQ with qualified repairs; remote Technical Support; 2-business day average onsite response; hardware/software updates. Also includes onsite applications support and discounts on advanced training. This plan maximizes performance and uptime, and helps ensure compliance to regulatory and quality guidelines.
Dedicated Onsite FSE Plus Local FAS Plan	Includes 1 full-time onsite FSE per location with immediate response; local FAS support; normal business hours; reagent replacement upon instrument failures; 2 PMs for HiSeq X and NovaSeq Systems ^b ; 1 PM for all other instruments; hardware/software updates; remote Technical Support. Also requires Parts-Only plans for all covered instruments per site; initial 2-year minimum term; 3-month lead time upon PO receipt. This choice is the most cost-effective plan for large production sites.
Dedicated Onsite Additional FSE Plan	Includes 1 additional full-time onsite FSE per location to an existing Dedicated Onsite Plan; normal business hours; initial 2-year minimum term; 3-month lead time upon PO receipt. This plan includes all other benefits included in the existing Dedicated Onsite Plan.
Dedicated Onsite Additional FSE—Extended Hours Plan	Includes 1 additional full-time onsite FSE per location to an existing Dedicated Onsite Plan to support extended business hours; initial 2-year minimum term; 3-month lead time upon PO receipt. This plan includes all other benefits included in the existing Dedicated Onsite Plan.
Dedicated Onsite FAS Plan	Includes 1 full-time onsite FAS per location to an existing Dedicated Onsite Plan; normal business hours; initial 2-year minimum term; 3-month lead time upon PO receipt. This plan includes all other benefits included in the existing Dedicated Onsite Plan.
Dedicated Onsite FAS—Extended Hours Plan	Includes 1 full-time onsite FAS per location to an existing Dedicated Onsite Plan to support extended business hours; initial 2-year minimum term; 3-month lead time upon PO receipt. This plan includes all other benefits included in the existing Dedicated Onsite Plan.
Dx^c Service Plan	Includes full coverage for parts, labor, and travel; reagent replacement upon instrument failures; 1 PM with 1 OQ; OQ with qualified repairs; remote Technical Support; 2-business day on-site response; hardware/software updates. Also includes onsite applications support; discounts on advanced training. This plan maximizes performance and uptime, and ensures compliance to regulatory and quality guidelines.

a. Monday 8:00 AM Singapore Time Zone—Friday 5:00 PM US Pacific Time Zone

b. For Research Use Only. Not for use in diagnostic procedures.

c. For *In Vitro* Diagnostic Use.

Table 3: Illumina Service Plans Glossary

	Parts Only	Basic	Comprehensive	Advantage	Dedicated Onsite	Dx ^a
Term	1 year	1 year	1 year	1 year	2 years	1 year
Replacement Parts	Yes	Yes	Yes	Yes	Parts Only (Contract Required ^b)	Yes
Replacement Reagents for Instrument Failure	No	Yes	Yes	Yes	Yes	Yes
Labor^c	No	Yes	Yes	Yes	Yes	Yes
Phone Support^d	5 x 18	5 x 18	5 x 18	5 x 24	5 x 24	5 x 24
Average Onsite Response Time (Business Days)	5 (from PO Receipt)	5	3	2	Immediate	2
Preventive Maintenance for HiSeq X and NovaSeq Systems^e	No	No	1	1	2	1
Preventive Maintenance for All Other Systems	No	No	1	1	1	1
Qualification	No	No	No	Yes ^f	No	Yes
Software/Hardware Updates	No	Yes	Yes	Yes	Yes	Yes
Applications Support^g	No	Yes	Yes	Yes	Yes	Yes
Advanced Applications Training	No	Discounts Available	Discounts Available	Discounts Available	Discounts Available	Discounts Available

a. For *In Vitro* Diagnostic Use.

b. Must purchase Parts Only service contract for all instruments covered by Dedicated Onsite support agreement.

c. Standard onsite support hours:

Americas Monday to Friday (excluding national holidays) 8:00 AM to 5:00 PM

Asia Pacific Monday to Friday (excluding national holidays) 9:00 AM to 5:30 PM

Europe, Middle East, and Africa Monday to Friday (excluding national holidays) 9:00 AM to 5:30 PM

NOTE: Support performed outside of standard hours or offsite can incur overtime charges.

d. 5 x 18 phone support is Monday 8:00 AM Singapore Time Zone – Friday 5:00 PM US Pacific Time Zone.

e. For Research Use Only. Not for use in diagnostic procedures.

f. OQ at PM and qualified repair visits.

g. Includes onsite troubleshooting and repair.

Learn More

For more information, please contact your Illumina Account Manager or Illumina Inside Sales at 1.800.809.4566 toll-free (North America), +1.858.202.4566 (outside North America), 01799 534332 toll-free (Europe, Middle East, and Africa), or servicecontract@illumina.com.