

illumina Instrument Service Plans

Maximize instrument performance and protect your investment with tiered service plans that offer peace of mind and the right level of service for every lab.

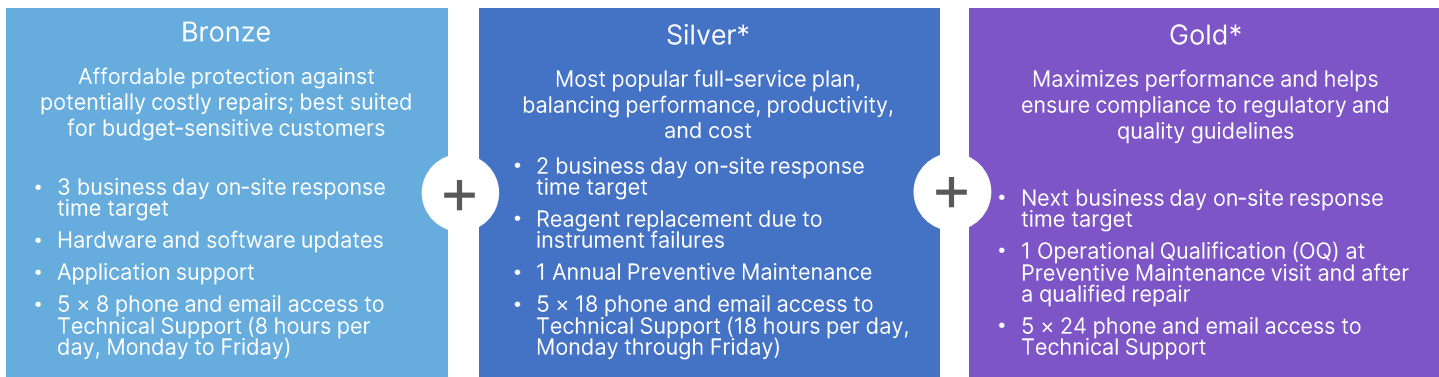
illumina Service Plans help optimize productivity and minimize interruptions with reliable service for instrument maintenance.

Protect your investment by leveraging our team of genomic scientists, bioinformaticians, engineers, and technical experts to help ensure your instrument is running optimally.

Extend coverage beyond the standard 1-year warranty with one of several tiered service plans designed to provide fast, reliable support.



A standard 1-year base warranty 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 base warranty to an enhanced service level or extend service coverage beyond the 1-year warranty.



	Bronze	Silver	Gold
Term	1 year	1 year	1 year
Replacement Parts	Yes	Yes	Yes
Replacement Reagents for Instrument Failure	No	Yes	Yes
Labor ^a	Yes	Yes	Yes
Phone Support ^b	5 x 8	5 x 18	5 x 24
Targeted Onsite Response Time (Business Days)	3	2	NBD
Preventative Maintenance	No	1	1
Qualification	No	No	Yes ^c
Control Software/Hardware Updates	Yes	Yes	Yes
Applications Support ^d	Yes	Yes	Yes
Advanced Applications Training	Discounts Available	Discounts Available	Discounts Available

- a. 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.
- b. 5 x 18 phone support is Monday 8:00 AM Singapore Time Zone – Friday 5:00 PM US Pacific Time Zone. Phone support is English only outside of standard business hours.
- c. OQ at PM and qualified repair visits.
- d. Includes onsite troubleshooting and repair.

Abbreviations: PO: purchase order; NBD: next business day; OQ: operational qualification; PM: preventive maintenance.

*Select geographies only

Learn More

For more information, 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.

Illumina • 1.800.809.4566 toll-free (US) • +1.858.202.4566
techsupport@illumina.com • www.illumina.com

© 2021 Illumina, Inc. All rights reserved.

All trademarks are the property of Illumina, Inc. or their respective owners. For specific trademark information, see www.illumina.com/company/legal.html.

