

Qualify Illumina instruments with professional services direct from the manufacturer.

Select any instrument qualification service in conjunction with a service event or 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.

Table 1: Qualification Services

Qualification Service	Service Description	Recommended Intervals	Event-Specific Service
Installation Qualification (IQ)	Provides documented proof that instruments have been delivered and installed in accordance with Illumina-determined specifications and safety regulations	<ul style="list-style-type: none">• After initial installation• After relocation and reinstallation	<ul style="list-style-type: none">• Before first-time use• After general changes to lab environment (e.g., remodeling, construction, electrical disruptions)
Operation Qualification (OQ)	Confirms correct functionality of equipment. Specifications are examined and quantified based on manufacturing guidelines	<ul style="list-style-type: none">• After a reactive service, software upgrade, or preventive maintenance• Periodically, according to lab standard operating procedure	<ul style="list-style-type: none">• With an IQ to test for baseline level of instrument performance• Before starting a major study or experiments
Performance Qualification (PQ)	Ensures accuracy and precision of instrument after a major service event or replacement. parameters are measured and compared against predetermined criteria	<ul style="list-style-type: none">• After any qualified major repair	<ul style="list-style-type: none">• After maintenance, replacement, or upgrade of selected modules

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

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