

# 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 with fast, reliable support
- Leveraging our team of genomic experts
- Extend coverage beyond the standard 1-year warranty

A standard one-year base warranty is included with every new Illumina instrument purchase. Installation and training on the instrument are also included with most instrument purchases.

### Bronze

Affordable protection against potentially costly repairs; best suited for budget-sensitive customers

- 3 business day on-site response time target
- Hardware and software updates
- Application support
- 5 × 8 phone and email access to Technical Support (8 hours per day, Monday to Friday)

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### Silver\*

Most popular full-service plan, balancing performance, productivity, and cost

- 2 business day on-site response time target
- Reagent replacement due to instrument failures
- 1 Annual Preventive Maintenance
- 5 × 18 phone and email access to Technical Support (18 hours per day, Monday through Friday)

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### Gold\*

Maximizes performance and helps facilitate compliance to regulatory and quality guidelines

- Next business day on-site response time target
- 1 Operational Qualification (OQ) at Preventive Maintenance visit and after a qualified repair
- 5 × 24 phone and email access to Technical Support

\*Select geographies only

	Bronze	Silver	Gold
Term	1 year	1 year	1 year
Replacement Parts	Yes	Yes	Yes
Replacement Reagents for Instrument Failure	No	Yes	Yes
Labor <sup>a</sup>	Yes	Yes	Yes
Phone Support <sup>b</sup>	5 × 8	5 × 18	5 × 24
Targeted Onsite Response Time (Business Days)	3	2	NBD
Preventative Maintenance	No	1	1
Qualification	No	No	Yes <sup>c</sup>
Control Software/Hardware Updates	Yes	Yes	Yes
Applications Support <sup>d</sup>	Yes	Yes	Yes
Advanced Applications Training	Discounts Available	Discounts Available	Discounts Available
<div><div>a. Standard onsite support hours:<ul style="list-style-type: none"><li>• Americas: Monday to Friday (excluding national holidays) 8:00 AM to 5:00 PM</li><li>• Asia, Pacific: Monday to Friday (excluding national holidays) 9:00 AM to 5:30 PM</li><li>• Europe, Middle East, and Africa: Monday to Friday (excluding national holidays) 9:00 AM to 5:30 PM</li><li>• NOTE: Support performed outside of standard hours or offsite can incur overtime charges.</li></ul></div><div>b. 5 × 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.</div><div>c. OQ at PM and qualified repair visits.</div><div>d. Includes onsite troubleshooting and repair.</div></div> <div>Abbreviations: PO: purchase order; NBD: next business day; OQ: operational qualification; PM: preventive maintenance.</div>			

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](mailto:servicecontract@illumina.com).



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