

When optimal instrument performance is critical, choose QIAGEN® Premium Service Agreement

Achieve maximum productivity for your critical instruments and ensure the best possible performance at all times with the support of our QIAGEN certified service team. Fastest response time and full cost coverage on repairs will ensure maximum uptime and accurate results. With our Premium Service Agreement, you can be confident in achieving smooth operation and enhanced throughput from your instrument. Reliable, consistent results and excellent performance enable you to better support your customers.

High-quality, comprehensive service with clear benefits

Premium Service Agreement includes:

Up to two (2)

Preventive Maintenance (PM)/
Inspection Service visits per
agreement year.

Unlimited on-site repairs or
at a Regional Repair Center
(RRC^{***}) during agreement
period.



Cost included for labor,
travel, and parts for

- Unlimited repairs
- Up to two PM/
Inspection Service visits

Next-business-day response
time for on-site visits and loaner
instruments*

Extended phone support^{}**
provided by QIAGEN specialists/
experts

**GMP/GLP-compliant report,
included**

* Loaner equipment only available for select instruments. Subject to availability.

** Extended phone support in NA and EMEA only. Extended phone hours in English only.

*** RRC service for select instruments only



Ordering Information

The Premium Service Agreement is offered for a variety of QIAGEN instruments.

Product name	Catalog No.	Product name	Catalog No.
BioRobot Universal, Premium Agreement	9239570	QIAstat-Dx [®] Operational Mod Premium Care Agreement +	9245304
EZ1 [®] , Premium Agreement	9239959	QIAstat-Dx Analytical Mod Premium Care Agreement +	9245305
GeneReader [™] , Premium Agreement	9243849	QIASymphony [®] AS, Premium Agreement	9244820
GeneRead QIAcube [®] , Premium Agreement	9243848	QIASymphony SP AS Premium Agreement	9242508
NeuMoDx 96, Premium Agreement	9245214	QIASymphony SP, Premium Agreement	9241208
NeuMoDx 288, Premium Agreement	9245216	QIASymphony Rotor-Gene [®] Q, Premium Agreement	9242764
QIAcube Connect, Premium Agreement	9245209	QIAcube HT, Premium Agreement	9241770
QIAcube, Premium Agreement	9244680	QIAquant [®] 96, Premium Agreement	9245381
QIAgility [®] , Premium Agreement	9241764	QIAquant 384, Premium Agreement	9245385
QIAcuity [®] Four, Premium Agreement	9245366		
QIAcuity Eight, Premium Agreement	9245367		

+ QIAstat-Premium Care agreements only available in the US.

Not all services are available in all countries.

For more information about QIAGEN services go to our webpage www.qiagen.com/instrument-services

QIAcube Connect is designed to perform fully automated purification of nucleic acids and proteins in molecular biology applications. The system is intended for use by professional users trained in molecular biological techniques and the operation of QIAcube Connect.

For up-to-date licensing information and product-specific disclaimers, see the respective QIAGEN kit handbook or user manual. QIAGEN kit handbooks and user manuals are available at www.qiagen.com or can be requested from QIAGEN Technical Services or your local distributor.

Trademarks: QIAGEN[®], Sample to Insight[®], QIAcube[®], QIAcuity[®], QIAgility[®], QIAquant[®], QIAstat-Dx[®], QIASymphony[®], QIAxtractor[®], EZ1[®], GeneReader[™] (QIAGEN Group).
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