

A man in a white lab coat is looking down at a document he is holding. The background is a blurred laboratory setting with various pieces of equipment and shelves. The lighting is bright and focused on the man.

An overview of QIAGEN Services

Ensure Success with Service Solutions

Sample to Insight





Service Solutions

Customer satisfaction through service excellence

When you partner with Service Solutions, you take advantage of our highly-skilled QIAGEN team, who is committed to working with you to make sure you get the most out of your instruments. We will help you to optimize your laboratory workflow, increase your instrument uptime and obtain certification through technical consultation, instrument service and Lean Methodologies. Benefit from flexible cost planning, high-quality maintenance and compliance for enhanced peace of mind.

With QIAGEN® Service Solutions, you can:

- Maximize uptime and productivity
- Minimize disruption of laboratory workflow and optimize laboratory performance
- Be compliant with current global standards
- Rely on professionally trained lab staff
- Order exactly what you need from diverse solutions
- Benefit from flexible invoicing options
- Plan your maintenance cost

Reliable, efficient, regulatory compliance

We pledge to provide outstanding service that supports your laboratory operations, giving you the confidence to deliver Sample to Insight solutions.



Our highly-skilled certified global and local service teams are trained for all of our instruments and kits to provide you with solutions that may aid in diagnosis.



Service solutions are developed to provide convenient and reliable support that helps eliminate or reduce uncertainty when planning your laboratory and business maintenance costs.



We use a continuous improvement approach to our service processes and procedures to ensure that we consistently deliver a high level of service compliance.



Help ensure the credibility and reliability of your instrument output data through frequent instrument inspections and comprehensive audit-compliant documentation.



Dedicated technical phone support and online troubleshooting are provided.



Committed availability of spare parts for our contracted customers maximizes the uptime and productivity of your instrument.



Get a service option tailored to the needs of your lab.
www.qiagen.com/service-and-support/service-solutions

QIAGEN Service Agreements

Varying scopes of inspection and repair services



Highly professional service specialists in the field and Regional Repair Centers (RRC)

Cost savings built into agreement



Proactive support and response time commitments



Compliant documentation and reporting



Helps you achieve:

- Peace of mind
- Maximized productivity
- Maximum instrument uptime
- More reliable results
- Regulatory compliance
- Cost control
- Risk limitation

QIAGEN Service Agreements help ensure your continued success with QIAGEN automation through service excellence. We provide a range of instrument service levels and subscriptions to suit all labs and budgets that address diverse coverage as well as financial and administrative requirements. Find out which service is the best match for your needs.

Service level	Preventive Subscription	Core Service	Full Service	Premium Service
Repair visits (labor, travel)	10% discount	✓ *	✓	✓
Repair parts coverage	10% discount	✓	✓	✓
Preventive Maintenance/Inspection service	✓	✓	✓	✓
Software updates	✓	✓	✓	✓
Technical phone support	Standard hours	✓	✓	✓
	Extended hours	-	✓ [†]	✓
	Special hotline	-	-	✓
Next-day response time	-	-	-	✓
Loaner equipment	-	-	✓ ^{††}	✓ ^{††}

* One repair visit per contract year. 10% discount on additional repair visits.

† North America only. Support in English.

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



Get a service agreement that matches the needs of your lab.

www.qiagen.com/service-and-support/service-solutions/service-agreements

Professional Services

Additional services that complement our service agreements to help you get the full scope of service solutions required for optimal operation in your lab include:

Preventive Maintenance/Inspection Service

- Inspect equipment components
- Proactive scheduling to reduce errors due to mechanical wear
- Evaluate performance for optimal operations
- Ensure equipment is performing to manufacturer specifications

Installation Qualification and Operational Qualification (IQ/OQ) Service

- Comprehensive service documentation to support compliance with ISO15189/ISO17025
- Reduction of in-house validation
- Certificates to facilitate qualification of instrument and operators

Application Training

- Operation of instrument system hardware and introduction to assay technology
- Hands-on experience of assay applications, data analysis and interpretation of data
- Professional qualification/certification of laboratory staff

Operational Qualification (OQ)

- Full qualification of system operation using specialized protocol
- Confirmation that the instrument is yielding reproducible results for a variety of assays
- Conforming to GLP best practices for instrument certification and audit-ready service documentation

LIMS Integration Service

- Project plan and collaboration with LIMS/LIS provider
- Implementation of bidirectional data integration
- Support by experienced QIAGEN specialists

QIAlab Consulting

- Initial consultation to identify possible areas for improvement in workflows for your laboratory
- Workshop to apply optimization strategies and continuous improvement techniques
- Projects to initiate or develop workflows or applications that enhance capabilities and optimize processes in your laboratory

Instrument Relocation

- Decommissioning and de-installation of instrument
- Transportation of instrument with proper care
- Re-installation and verification of instrument at new location by certified service specialists



For more information on our Professional Services, contact your regional sales manager or visit www.qiagen.com/service-and-support/service-solutions/professional-services

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. Not all services are available in all countries.

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