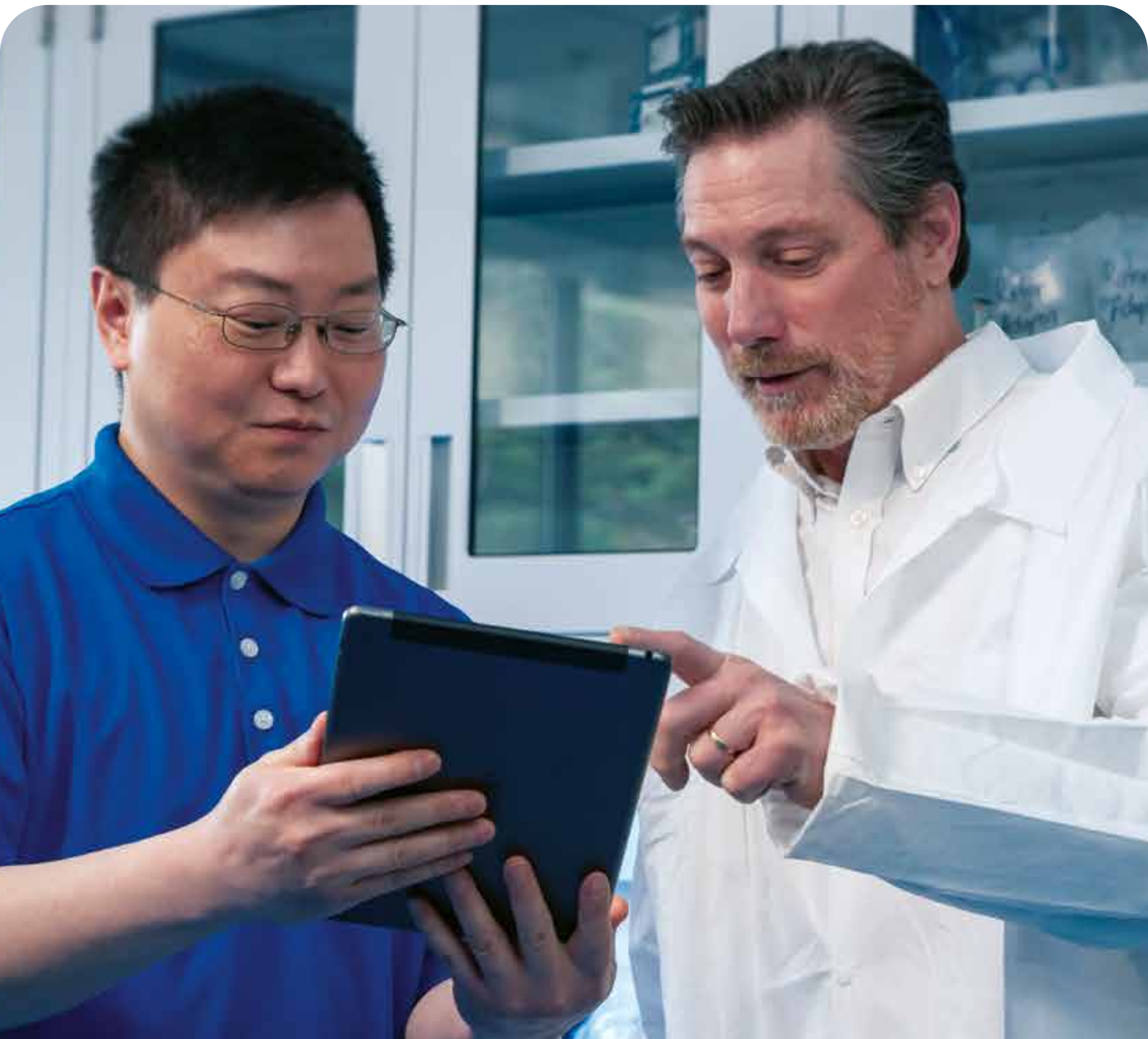


Take your lab to the max with the QIAGEN Service Solutions team

Here's how QIAGEN Services makes our instruments work for you





Service Solutions

Your goal is our goal — more productive labs

Our Service Solutions team is here to make sure you get the most out of your lab instruments. We will work with you to optimize laboratory workflow, improve instrument uptime and to obtain certification through technical consultation, instrument service and Lean methodologies. On top of that, flexible cost planning, high-quality maintenance and guidance on compliance translate into the perfect result for our customers — your complete peace of mind.

Working with QIAGEN Service Solutions means:

- Exploiting productivity to the max
- Reducing disruption and upping your lab's performance
- Compliance with global standards
- Streamlined ordering
- Flexible invoicing
- Improved planning of maintenance costs

Our pledge: reliability, efficiency and full compliance

Here's what we offer to support your lab and instrument performance:



Certified global and local service teams armed with inside-out knowledge of all our kits and instruments



Support that is tailored to reduce or eliminate uncertainty in cost planning



Constant self-assessment to ensure we deliver a persistently high level of service compliance



Frequent instrument inspections and comprehensive audit-compliant documentation



Dedicated technical phone support and online troubleshooting

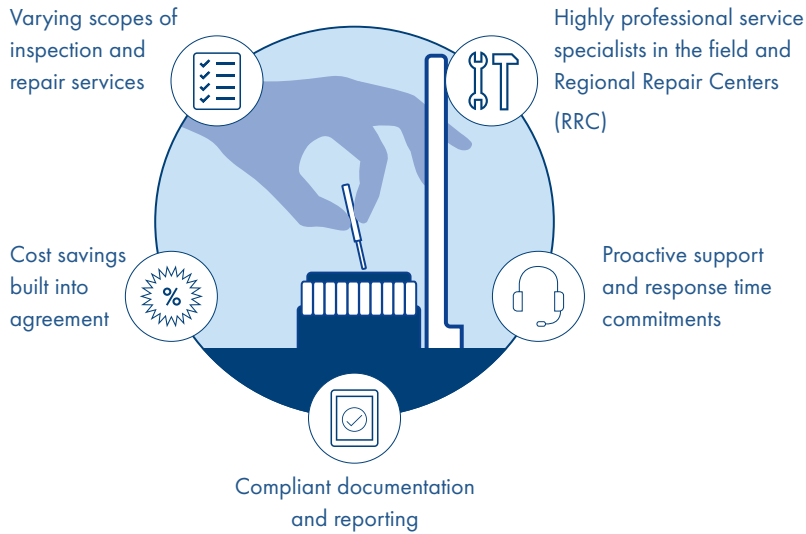


Guaranteed availability of spare parts for contracted customers



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

QIAGEN Service Agreements



Helps you achieve:

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

QIAGEN Service Agreements ensure your continued success with QIAGEN automation. Our diverse range of service levels and subscriptions suit all labs and budgets and address your financial and administrative requirements. Ask us which service best matches your needs.

Included in one year of service per instrument		Preventive Subscription	Basic 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	✓	✓	✓	✓
	Special hotline	–	–	–	✓
Response time		–	5 business days	2 business days	Next business day
Loaner equipment		–	–	✓*	✓*

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



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Professional Services

We also offer:

Preventive Maintenance/Inspection Service

- Inspection of equipment components
- Proactive scheduling to reduce errors caused by mechanical wear
- Performance evaluation
- Testing equipment to ensure it's performing to spec

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
- Confirmation that the instrument is yielding reproducible results for a variety of assays
- Conformance to GLP best practices for instrument certification and audit-ready service documentation

LIMS Integration Service

- Project plan and collaboration with laboratory information management system (LIMS, also referred to as LIS) provider
- Implementation of bidirectional data integration
- Support by experienced QIAGEN specialists

QIAlab Consulting

- Initial consultation to pinpoint improvements in lab workflow
- Hands-on customer workshop
- Ongoing initiatives and projects to improve lab performance

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 instructions for use or user operator manual. QIAGEN kit instructions for use and user operator manual 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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