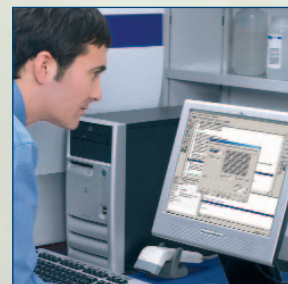


Integrated Solutions — QIAGEN Instrument Service

Comprehensive Service and Support

You Can Rely On



WWW.QIAGEN.COM

Peace of mind through unrivalled instrument and application support

QIAGEN Instrument Service provides comprehensive support services for laboratory instruments, in life science research and in vitro diagnostic laboratories, to ensure the continued success of your automated applications.

QIAGEN Instrument Service delivers:

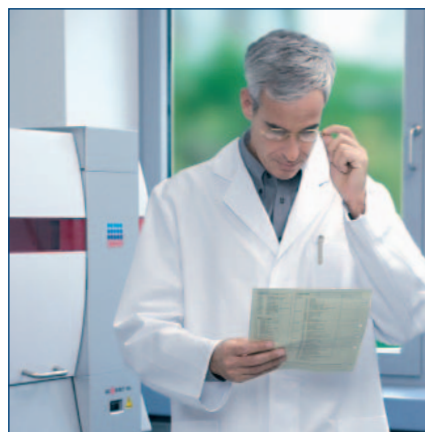
- **Worldwide service** — QIAGEN Instrument Service is available around the world
- **Expertise in automation and application support** — we understand your systems and the applications they perform
- **Quick response times** — allows your lab to keep working, assuring maximum productivity

QIAGEN Instrument Service offers a wide range of flexible Service Support products, giving you peace of mind and letting you enjoy complete coverage and cost control. We work in partnership with you to establish proven QIAGEN® applications on your system. Our Application Services and Training Programs give you the freedom and flexibility to adapt your system to specific or changing research needs. With ISO 9001/ISO 13485 certification and an international team of highly qualified and experienced Support Specialists, we deliver the high-quality service that you deserve and that your applications demand.

QIAGEN Instrument Service gives you:

- **Flexible Service Support Agreements** — a wide range of agreements for service coverage tailored to your needs
- **Repairs and upgrades** — timely service with all parts certified and guaranteed
- **Application Services** — consultative services for creating and optimizing applications
- **Preventive Maintenance** — regular scheduled maintenance assures optimal performance and maximum productivity
- **Qualification Services** — professional documentation and performance of IQ/OQ to save time and money*
- **Warranty Extensions** — to increase your warranty and give you complete coverage and cost control

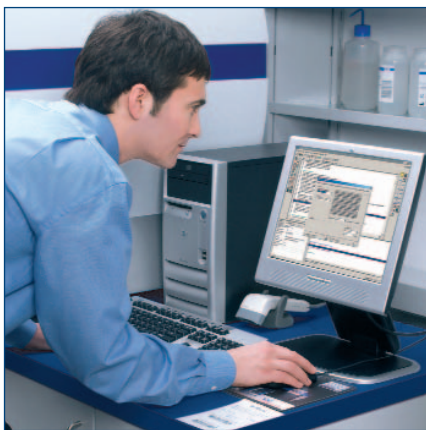
* Not available for all systems; please contact your local Instrument Service Department for more information.



Application Services for optimal performance

Our range of Application Service Products includes everything you need to ensure the best performance from your system. From an initial consultation through to application development and upgrading system capabilities, QIAGEN Instrument Service can work with you to ensure your system meets the demands of new or customized applications. Whether you need to create and optimize new applications or would like to have personalized training on your system, QIAGEN Instrument Service can provide you with a solution tailored to your requirements.

Our highly qualified international team of Application Specialists, combining molecular biology expertise with extensive technical experience, understands your systems and the applications they perform. The success of your automated applications is guaranteed.



Our Application Services offer:

- **Application Development and Optimization Packages** — working in partnership with you to design new applications or modify existing application protocols according to your needs
- **Application Upgrade Packages** — professional installation of a wide range of preprogrammed applications and a performance check to guarantee the success of your automated application
- **Application Agreements** — priority access to our Application Specialists' expertise allowing you to discuss, define, and realize your project
- **Training Programs** — which can be scheduled for the number of attendees you desire and for basic, advanced, or specialized training on your QIAGEN system and software

Partnership with QIAGEN Instrument Service gives you fast-track access to proven QIAGEN chemistries and automated solutions, software, and services. Our Application Services and Training Programs give you the freedom and flexibility to adapt your system to specific or changing research needs. Application Upgrade Packages allow fast installation of certified QIAGEN protocols or development of custom applications by our Application Specialists who understand your system and the science behind your applications. Software upgrades, such as the QIAsoft PLUS Upgrade, increase the speed and ease-of-use of your automated applications. Including state-of-the-art computer hardware and the latest version of the QIAsoft Operating System, the QIAsoft PLUS Upgrade allows faster processing and more options for integration of accessory instruments.

Service Support Agreements for a wide range of instruments

Coverage tailored to your needs

With a QIAGEN Service Support Agreement, you get priority access to our expert advice, ensuring maximum productivity from your investment. Purchase of a QIAGEN Service Support Agreement means you won't be surprised by unexpected service costs, allowing defined budgeting. Our flexible Service Support Agreements, for instruments in life science research and in vitro diagnostic laboratories, are designed to make ownership of laboratory instruments easy, and can include repairs, priority response, preventive maintenance scheduling, and travel and accommodation costs.

QIAGEN Instrument Service offers:

- **Premium Cover Agreements** — for peace-of-mind coverage, including 24-hour priority response
- **Full Cover Agreements** — for complete, annual coverage, including 48-hour priority response
- **Basic Cover Agreements** — same as Full Cover Agreement but with a 5-day response
- **Preventive Maintenance** — regular scheduled maintenance for optimal performance and maximum productivity
- **Warranty Extensions** — increase your warranty period and immediately benefit from priority response times
- **Out of Warranty Special Agreements** — for long-term coverage at a special price
- **System Overhaul** — for thorough reconditioning and calibration of your instruments



Service Support Agreements initiated at purchase allow you to budget the complete cost of your system over a year or longer giving greater financial control. Consult our highly experienced representatives and choose your level of coverage.

QIAGEN Instrument Service Flexible Service Support Agreements

	Optimal performance	Defined budgeting	Full documentation	Scheduled maintenance	Defined response time	Complete coverage	Software updates
Premium Cover Agreement*	✓	✓	✓	✓	24 hours	✓	✓
Full Cover Agreement	✓	✓	✓	✓	48 hours	✓	
Basic Cover Agreement	✓	✓	✓	✓	5 days	✓	
Warranty Extensions	✓	✓	✓	✓	48 hours	✓	
Preventive Maintenance	✓		✓	✓			
System Overhaul	✓						

* Not available in all countries/areas; please contact your local Instrument Service Department for more information.

Insist on the best — contact us today to learn about our comprehensive service and support!

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