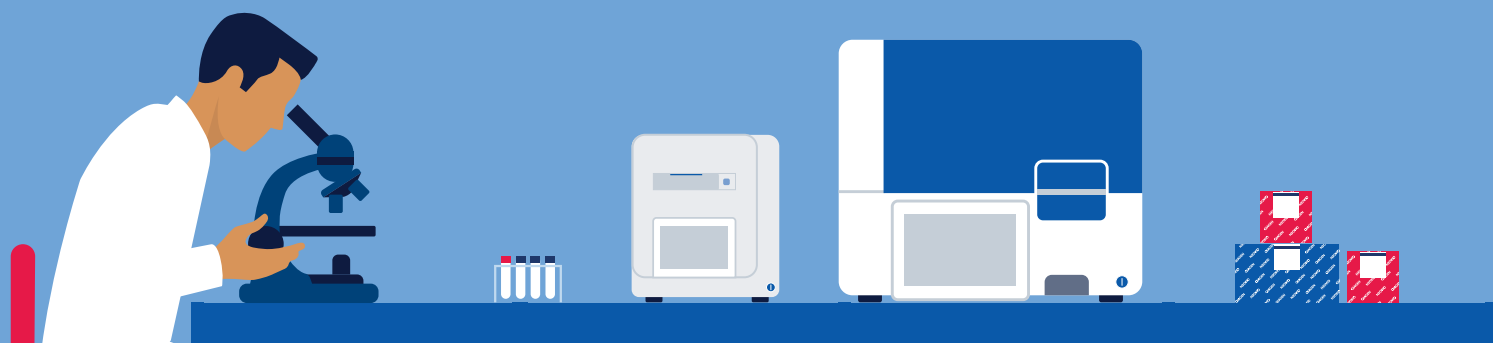




Maintain optimal performance with QIAGEN Service Solutions

for your QIAcube Connect MDx

Increase your instrument performance, maximize productivity and achieve cost control

QIAcube® Connect MDx is a breakthrough system with advanced digital capabilities and connectivity. It is designed for routine diagnostic and clinical research customers, who conduct automated nucleic acid purification using proven QIAGEN® spin-column kits. We offer a comprehensive range of options to ensure you make the most of your QIAcube Connect MDx.

You have the flexibility of choice. Select the service option that best fits your needs and keep your instrument functioning smoothly and according to specification. Our highly skilled and certified service professionals are dedicated to working with you to help ensure optimal instrument performance. QIAcube Connect MDx is serviced on-site.

QIAGEN service agreements

Discover which service agreement best fits your needs and budget.

Included in contract year for each system		Preventive Subscription	Basic Agreement	Full Agreement	Premium Agreement
Cat. no.		9245210	9245205	9245208	9245209
Response time		–	5 business days	2 business days	Next business day
Repair visits (labor, travel)		10% discount	✓	✓	✓
Repair parts coverage		10% discount	✓	✓	✓
Inspection Service		✓	✓	✓	✓
Software updates		✓	✓	✓	✓
Technical phone support	Standard hours	✓	✓	✓	✓
	24/7 hotline	–	–	–	✓*

*24/7 technical phone support in English only outside normal business hours.



QIAGEN Planned Maintenance

For QIAcube Connect MDx, we strongly recommend an annual inspection service to help ensure data integrity, uptime, compliance and peace of mind. This service can either be a component of a service agreement or ordered separately.

Inspection Service includes:

- Cleaning and maintenance
- Shaker and temperature test
- Application test
- Firmware check
- Optical sensor test
- Door sensor test
- Gripper test
- Tip check sensor test
- Centrifuge test for speed and imbalance sensor test
- Liquid-level detect test

QIAGEN Qualification Services

QIAGEN recommends routine re-qualification of instruments on an annual basis for compliance, and following any major service intervention (e.g., Planned Maintenance, repairs service, or instrument relocation). Customers should define the frequency of re-qualification based on their usage, environmental conditions, repair and maintenance records, training level of operators, regulatory requirements, and the potential impact of an out-of-specification result. Contact us for further information.

QIAGEN IQ/OQ

An IQ/OQ is designed for customers seeking greater confidence in their system's functionality. It serves to document compliance with quality standards, regulatory requirements, and accreditation bodies.

The QIAGEN IQ/OQ can be performed following the completion of instrument installation and includes:

- Documented proof of proper instrument hardware and system software setup
- Additional protocols and checks to ensure optimal instrument performance
- Detailed tests showing all critical operational parameters are within specified ranges
- Comprehensive compliant documentation

QIAGEN OQ

We also offer Operational Qualification/(OQ) service, which verifies that your instrument is continuing to operate consistently according to manufacturer specifications.

The OQ service includes:

- Tests and protocols to show that the instrument is operating according to specifications
- GLP-compliant documentation with deviation reporting

Related service products for QIAcube Connect MDx

Service Product	Description	Cat. no.
QIAcube Connect, Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualification up to four lab staff members.	9245211
QIAcube Connect, Inspection Service	One on-site Inspection Service by a certified QIAGEN service specialist.	9245212
QIAcube Connect, Application Training	On-site Application Training for up to four laboratory staff members.. Provides hands-on experience on hardware and software applications, maintenance, and troubleshooting of the instrument.	9245297
QIAcube Connect, IQOQ Service	On-site installation qualification and operational qualification to verify that the instrument is installed and working according to manufacturer specifications.	9245232
QIAcube Connect, OQ Service	On-site operational qualification to verify instrument is operating according to specifications.	9245424



Visit qiagen.com/qiacube-connect-mdx for more information about QIAcube Connect, or qiagen.com/instrument-services for more information about QIAGEN Services.



→ Register on My QIAGEN at **login.qiagen.com/login**



The **QIAcube Connect MDx** is designed to perform automated isolation and purification of nucleic acids in molecular diagnostic and/or molecular biology applications. The system is intended for use by professional users, such as technicians and physicians trained in molecular biological techniques and the operation of the QIAcube Connect MDx system.

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 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.

Trademarks: QIAGEN®, Sample to Insight®, QIAcube® (QIAGEN Group). Registered names, trademarks, etc. used in this document, even when not specifically marked as such, may still be protected by law. QPRO-6815 05/2024 © 2024, all rights reserved.

Ordering
Technical Support
Website

www.qiagen.com/shop
www.support.qiagen.com
www.qiagen.com