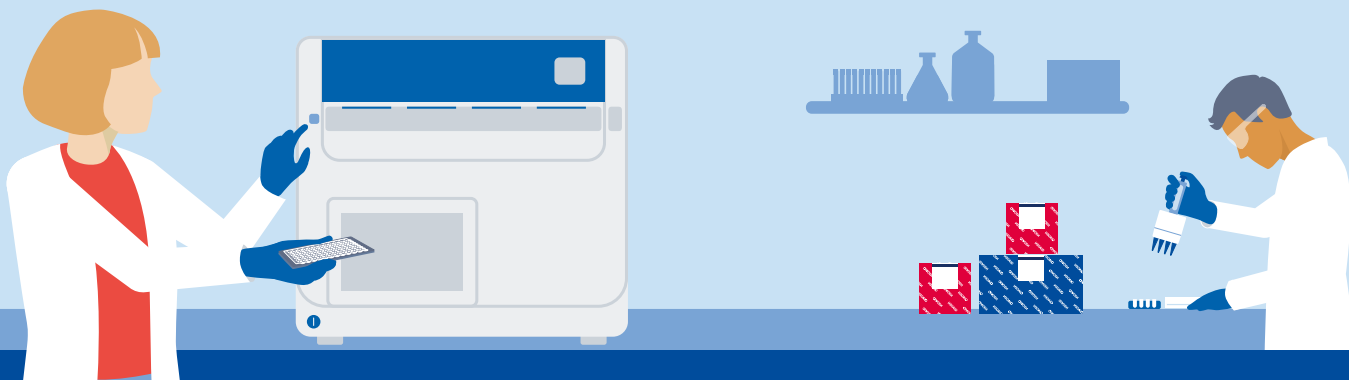




Maintain optimal performance with QIAGEN Service Solutions



for your QIAcuityDx Digital PCR System

The QIAcuityDx® is an advanced digital PCR (dPCR) system for your in vitro diagnostics (IVD) applications. The system integrates the entire dPCR workflow, including partitioning, PCR and analysis, into a single automated platform. We provide a comprehensive portfolio of service products for the QIAcuityDx to enable optimal functionality and productivity. Our highly skilled and certified service professionals are dedicated to ensuring the systems operates at peak performance, providing reliable and accurate results for your diagnostic needs. In addition, we offer connectivity solutions for the QIAcuityDx to increase instrument uptime and save you time. The QIAcuityDx 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.		9245984	9245982	9245981	9245980
Response time		–	5 business days	2 business days	Next business day
Repair visits (labor, travel)		10% discount	✓	✓	✓
Repair parts coverage		10% discount	✓	✓	✓
Planned Maintenance		✓	✓	✓	✓
Remote Service		–	–	✓*	✓*
Software updates		✓	✓	✓	✓
Technical phone support	Standard hours	✓	✓	✓	✓
	24/7 hotline	–	–	–	✓**

* QRSS remote service available in select countries.

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

QIAGEN Remote Service Solution

The QIAGEN Remote Service Solution (QRSS) is an advanced feature integrated into the QIAcuityDx, offering a quick and cost-effective way to provide support through a remote connection. This secure solution enables specialists to connect to the instrument, troubleshoot functional or technical issues, access error logs and view mechanical sensor data, ensuring efficient service and maximizing instrument uptime.

QIAGEN Planned Maintenance

For the QIAcuityDx, an annual Planned Maintenance (PM) service is mandatory to ensure data integrity, uptime, compliance and peace of mind. This service can either be a component of a service agreement or ordered separately.

Planned Maintenance includes:

- Cleaning and maintenance
- Module inspection
- Belt-tension tests
- Plate-handling verification
- Software check
- Bar code reader verification
- Thermocycler temperature verification
- Quality-control run

QIAGEN Qualification Services

We recommend 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). You should define the frequency of re-qualification based on your 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 when you are seeking greater confidence in your system's functionality. It serves to document compliance with quality standards and regulatory requirements of 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

QIAGEN PQ

For the QIAcuityDx, we offer a Performance Qualification (PQ) service, which provides verification that instrument consistently performs and provides results in accordance to preset performance specifications. The PQ service performed after IQ/OQ, OQ or routine PMs includes:

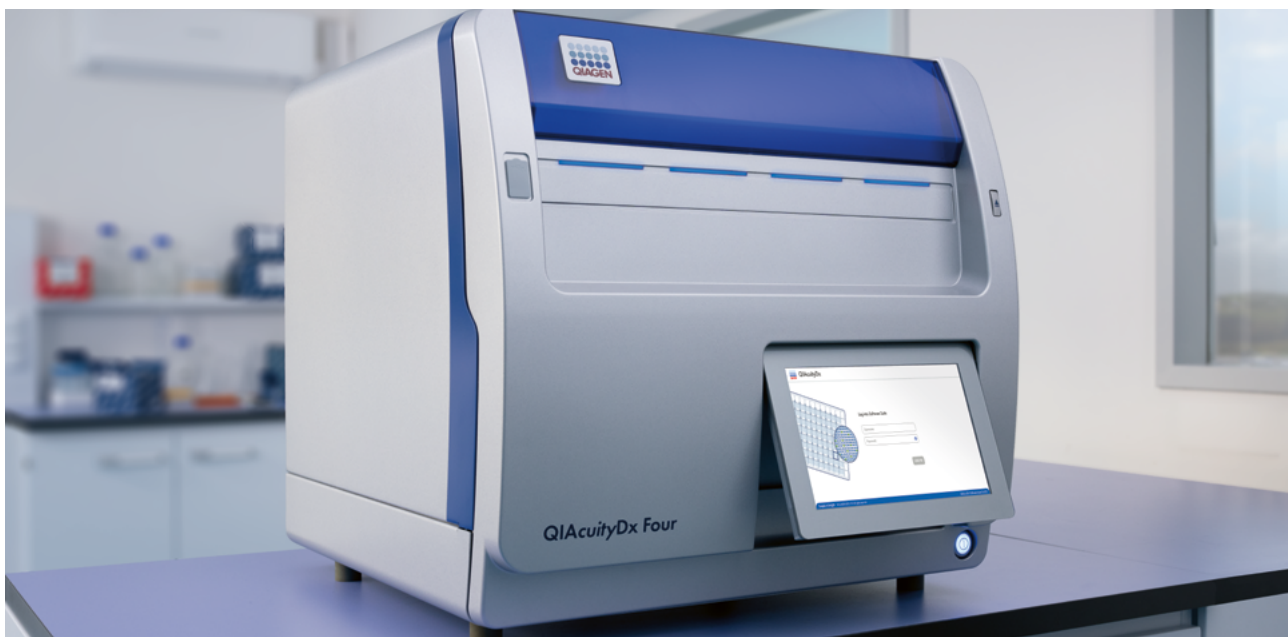
- Multiple tests to confirm consistent performance
- Documented evidence that the instrument is functioning in accordance to preset parameters
- GLP-compliant documentation with deviation reporting

Related service products for QIAcuityDx

Service Product	Description	Cat. no.
QIAcuityDx, Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on the instrument and qualifying up to four lab staff members.	9245985
QIAcuityDx, PM Service	One on-site Planned Maintenance Service by a certified QIAGEN service specialist.	9245986
QIAcuityDx, 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.	9245990
QIAcuityDx, IQ/OQ Service	On-site installation qualification and operational qualification to verify instrument is installed and working according to manufacturer's specifications.	9245987
QIAcuityDx, OQ Service	On-site operational qualification to verify instrument is operating according to manufacturer's specifications.	9245988
QIAcuityDx, PQ Service	On-site performance qualification to verify instrument consistently functions according to preset performance specifications.	9245989
QIAcuityDx, Assay Transfer Service	On-site/remote service to transfer lab-developed assay to customer's instrument.	9245997



Visit qiagen.com/qiacuitydx for more information about QIAcuityDx,
or qiagen.com/instrument-services for more information about QIAGEN Services.



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



The **QIAcuityDx dPCR System** is intended for in vitro diagnostic use, using automated multiplex quantification dPCR technology, for the purpose of providing diagnostic information concerning pathological states.

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®, QIAcuityDx® (QIAGEN Group). Registered names, trademarks, etc. used in this document, even when not specifically marked as such, may still be protected by law. QPRO-9795 03/2025 © 2025, all rights reserved.

Ordering
Technical Support
Website

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