



Ensure performance with QIAGEN® services for QIAcuity® Digital PCR System



Our comprehensive list of service products for the QIAcuity will enable you to get the most out of your absolute quantification results for mutation detection, copy number variation, gene expression studies, gene-editing analysis and other applications. Select the service option that best fits your needs and keep your instrument functioning smoothly in accordance with the manufacturer’s specifications. Our highly skilled and

certified service professionals are dedicated to ensure optimal instrument performance with cost control for your peace of mind. The QIAcuity is serviced on-site.

Comprehensive service for QIAcuity

We offer a wide range of service agreement levels and subscriptions to suit all labs and budgets. Assess which service agreement best fits your needs.

Included in a contract year for each covered instrument		Preventive Subscription (cat. no.)	Core Agreement (cat. no.)	Full Agreement (cat. no.)	Premium Agreement (cat. no.)
QIAcuity One 2plex		9245355	9245358	9245362	9245769*
QIAcuity One 5plex		9245355	9245359	9245363	9245747*
QIAcuity Four		9245356	9245360	9245364	9245366
QIAcuity Eight		9245357	9245361	9245365	9245367
Repair visits (labor, travel)		10% discount	1 repair**	✓	✓
Repair parts coverage		10% discount	1 repair**	✓	✓
Planned Maintenance		✓	✓	✓	✓
Software updates		✓	✓	✓	✓
Technical phone support	Standard hours	✓	✓	✓	✓
	24/7 hotline	—	—	—	✓***
Response time		—	Five business days	Two business days	Next business day

* Not available in all countries.

** One repair visit per contract year. Ten percent discount on parts and labor for any additional repair visits.

*** 24/7 technical support in English only.

Planned Maintenance

For QIAcuity, we recommend an annual planned maintenance, which is available as a component of a service agreement. This service includes, but is not limited to, the following:

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

Related service products for QIAcuity

Service product	Description	Cat. no.
QIAcuity One Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members	9245352
QIAcuity Four Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members	9245353
QIAcuity Eight Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members	9245354
QIAcuity, IQ/OQ Service	On-site installation qualification and operational qualification to verify instrument is installed and working according to manufacturer's specifications	9245414
QIAcuity, OQ Service	On-site operational qualification to verify instrument is operating according to manufacturer's specifications	9245649
QIAcuity, 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	9245457
QIAcuity One, PM Service	On-site planned maintenance service by a certified QIAGEN service specialist	9245443
QIAcuity Four, PM Service	On-site planned maintenance service by a certified QIAGEN service specialist	9245444
QIAcuity Eight, PM Service	On-site planned maintenance service by a certified QIAGEN service specialist	9245445



For more information about QIAcuity, visit www.qiagen.com/qiacuity

For general information about QIAGEN digital PCR, visit www.qiagen.com/dPCR

For more information about QIAGEN Services, visit www.qiagen.com/service-and-support/service-solutions

The QIAcuity is intended for molecular biology applications. This product is not intended for the diagnosis, prevention or treatment of a disease. Therefore, the performance characteristics of the product for clinical use (i.e., diagnostic, prognostic, therapeutic or blood banking) is unknown.

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