



Maintain optimal performance with QIAGEN Service Solutions

for your QIAAsprint Connect

The QIAprint™ Connect is a high-throughput benchtop system for automated magnetic particle based nucleic acid purification - designed for maximum speed and the flexibility of a broad application portfolio. Our highly skilled and certified service professionals are dedicated to ensuring the systems operate at peak performance, providing reliable and accurate results. The QIAprint Connect is serviced on-site.

QIAGEN service agreements

Discover which service agreement best fits your needs and budget.

Included in a contract year for each covered instrument		Preventive Subscription	Core Agreement	Full Agreement	Premium Agreement
Cat. no.		9246240	9246241	9246243	9246244
Response time		—	5 business days	2 business days	Next business day
Repair visits (labor, travel)		10% discount	1 repair*	✓	✓
Repair parts coverage		10% discount	1 repair*	✓	✓
Planned Maintenance		✓	✓	✓	✓
Remote Service**		—	—	✓	✓
Software updates		✓	✓	✓	✓
Technical phone support	Standard hours	✓	✓	✓	✓
	24/7 hotline	—	—	—	✓***

* One repair service per contract year; 10% discount on parts and labor for any additional repair visits. ** Remote services in selected countries for selected instruments.
*** 24/7 technical phone support in English only outside normal business hours.

QIAGEN Planned Maintenance

For the QIAprint Connect, 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
- Software check
- Lubrication of key moving parts as required
- Replacement of worn parts as specified in the service manual
- Inspection of critical moving and safety-related components
- Functionality test on full system movement
- Verification of safety functions, sensors, heating movement and detection systems
- Run automated checks to confirm correct system operation

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

Instrument Qualification/Operational Qualification (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

Related service products for QIASprint Connect

Service product	Description	Cat. no.
QIASprint Connect, 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.	9246249
QIASprint Connect, PM Service	One on-site Planned Maintenance Service by a certified QIAGEN service specialist.	9246251
QIASprint 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.	9246250
QIASprint Connect, IQ/OQ Service	On-site installation qualification and operational qualification to verify instrument is installed and working according to manufacturer's specifications.	9246253
QIASprint Connect, OQ Service	On-site operational qualification to verify instrument is operating according to manufacturer's specifications.	9246254



Visit [qiagen.com/qiasprint-connect](https://www.qiagen.com/qiasprint-connect) for more information about QIASprint Connect, or [qiagen.com/instrument-services](https://www.qiagen.com/instrument-services) for more information about QIAGEN Services.

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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.

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