

Maintain optimal performance with QIAGEN Service Solutions

for your QIAAsymphony Connect



Sample to Insight

The QIAasymphony® Connect is a CE-IVD-certified, high-throughput platform that uses CE-IVD certified kits with prefilled reagent cartridges for maximum reproducibility. This cabinet-sized system meets the highest demands for process safety and sample traceability for regulated labs focusing on pathology, diagnostics and forensics. Our highly skilled and certified service professionals are dedicated to ensuring the systems operate at peak performance, providing reliable and accurate results for your diagnostic needs. The QIAasymphony Connect is serviced onsite.

QIAGEN® service agreements

Discover which service agreement best fits your needs and budget.

Included in a contract year for each covered instrument		Preventive Subscription	Full Agreement	Premium Agreement
Cat. no.		9246255	9246264	9246265
Response time		—	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	—	✓	✓**

* Remote services in select countries for select instruments.

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



QIAGEN Planned Maintenance

For the QIAsymphony 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:

- Clean and maintain instrument
- Check firmware and software
- Check X/Y positioning and movement
- Check pipetting channel belt tension
- Check temperature
- Test and run installation protocol
- Align extractor guide rails and rodcover holder

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 Instrument Qualification/Operational Qualification (IQ/OQ) is designed for when you are seeking greater confidence in your system's functionality. This option 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's 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 QIAsymphony Connect

Service product	Description	Cat. no.
QIAsymphony Connect, Installation & Training	Onsite 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.	9246256
QIAsymphony Connect, PM Service	One onsite Planned Maintenance Service by a certified QIAGEN service specialist.	9246260
QIAsymphony Connect, Application Training	Onsite application training for up to four laboratory staff members. Provides hands-on experience on hardware and software applications, maintenance and troubleshooting of the instrument.	9246259
QIAsymphony Connect, IQ/OQ Service	Onsite installation qualification and operational qualification to verify instrument is installed and working according to manufacturer's specifications.	9246257
QIAsymphony Connect, OQ Service	Onsite operational qualification to verify instrument is operating according to manufacturer's specifications.	9246258



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

Specifically for instruments regulated as in vitro diagnostic (IVD) medical devices, Preventive Maintenance is essential to ensure their continued safe and effective use. Consequently, servicing activities are subject to regulatory oversight, either through regulatory authorities, such as the US FDA, or through explicit requirements in applicable legislation, including Regulation (EU) 2017/746 (IVDR) in the European Union, as well as comparable regulations worldwide.

The QIAsymphony Connect instrument is suitable for both research use only and IVD workflows.

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