

QIAGEN® Service Solutions for QIAstat-Dx®

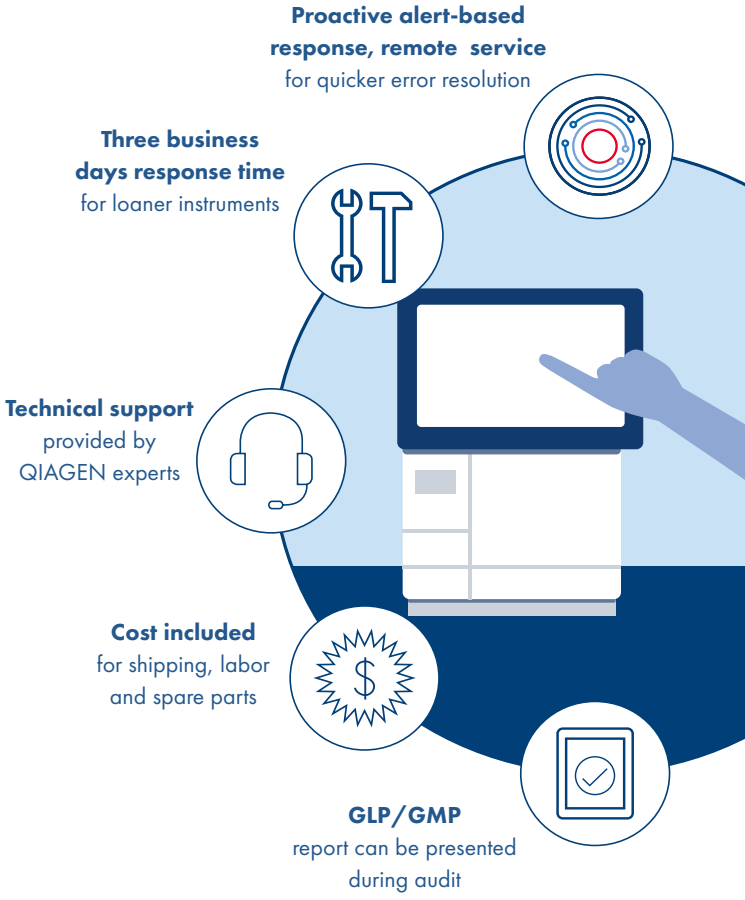
# Support for your syndromic testing needs

## Maximize productivity and increase uptime for enhanced peace of mind

The QIAstat-Dx Full Agreement ensures consistent quality of results by keeping your instrument functioning smoothly, according to the manufacturer's specifications. Get results in a timely manner with minimal downtime, so that your patients get the treatment they need.

To ensure that you stay operational, our services include technical phone support, repair service, annual planned maintenance and a loaner instrument option.

Our proactive alert-based remote response allows our technical specialist to connect to your instrument and proactively assess any functional or technical issues your instrument may be experiencing. This remote capability also allows us to gain access to instrument error log files and mechanical sensor data, which enables more efficient and effective service, thus increasing your instrument uptime.



# Ordering Information

## QIAstat-Dx service products

| Products | Cat. no. |
|---|---|
| **QIAstat-Dx Operational Module Full Agreement**<br>Three business days response time for loaner instruments. Ten business days turnaround time for repair service at Regional Repair Center (RRC). One Planned Maintenance Service included. | 9245261 |
| **QIAstat-Dx Analytical Module Full Agreement**<br>Three business days response time for loaner instruments. Ten business days turnaround time for repair service at Regional Repair Center (RRC). One Planned Maintenance Service included. | 9245277 |
| **QIAstat-Dx Installation & Training**<br>On-site installation of instrument hardware and system software. Application training for hands-on experience on instrument and qualifying for up to four laboratory staff members. | 9245275 |
| **QIAstat-Dx, Application Training**<br>Hands-on training of hardware and software applications and professional qualification of up to four laboratory staff members. User maintenance procedures and verification guidance included. | 9245300 |
| **QIAstat-Dx, LIS Standard Integration**<br>On-site service to ensure data transfer between instrument and LIS eliminating manual data entry for a fully automated workflow. Travel, labor and instrument integration included. | 9245203 |
| **QIAstat-Dx Analyzer, IQOQ Service**<br>Installation Qualification and Operational Qualification to ensure instrument is delivered and installed properly, and all modules are operating according to manufacturer's specifications. | 9245343 |
| **QIAstat-Dx Analyzer, OQ Service**<br>Operational Qualification verifies that instrument is operating according to manufacturer's specifications. OQ allows labs to comply with highest quality standards. | 9245429 |
| **QIAstat-Dx, Planned Maintenance Service**<br>One on-site Planned Maintenance Service visit performed by a QIAGEN service specialist, including travel, labor and parts. | 9245276 |

**Contact Technical ServiceBy phone:**
**02103-29-12400 for Europe, Middle East and Africa, 1800 243 066 for Asia-Pacific, 08000 557 779 for Brazil, 01-800-7742436 for Mexico**
**By email:**
**techservice-eu@qiagen.com for Europe, Middle East ;and Africa,**
**techservice-AP@qiagen.com for Asia Pacific.**

**Register on My QIAGEN at https://login.qiagen.com/**
to have 24/7 access to your account, orders, instruments and more.

Service Solutions

For more Information about QIAGEN services, visit
**www.qiagen.com/instrument-services**
For more information about QIAstat-Dx, visit
**www.qiagen.com/applications/syndromic-testing/products**

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 atwww.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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| Ordering | **www.qiagen.com/shop** |
| Technical Support | **www.support.qiagen.com** |
| Website | **www.qiagen.com** |