Maintain specified performance with QIAGEN Service Solutions

for your QIAstat-Dx Rise

The QIAstat-Dx® Rise provides the highest throughput multiplex syndromic testing applications of the QIAstat-Dx instruments. With eight Analytical Modules, the system delivers comprehensive real-time PCR results for up to 160 samples per day. Our highly skilled and certified service professionals are dedicated to ensuring the systems operate at required performance, providing reliable and accurate results for your diagnostic needs. In addition, we offer connectivity solutions for the QIAstat-Dx Rise to increase instrument uptime and save you time. The QIAstat-Dx Rise is serviced on-site.

Sample to Insight

QIAGEN® service agreements

Discover which service agreement best fits your needs and budget.

Included in a contract year for each covered instrument		Full Agreement	Premium* Agreement
Cat. no.		9245732	9245729
Response time		2 business days	Next business day
Repair visits (labor, travel)		✓	✓
Repair parts coverage		✓	✓
Planned Maintenance		✓	✓
Remote Service**		✓	✓
Software updates		✓	✓
Technical phone support	Standard hours	✓	✓
	24/7 hotline	✓	✓ ***

* Premium Agreement available in select countries.
** QRSS remote service available in select countries.
*** 24/7 technical phone support in English only outside normal business hours.

QIAGEN Planned Maintenance

For the QIAstat-Dx Rise, an annual Planned Maintenance (PM) 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. PM helps prevent downtime, whereas the instrument itself continuously monitors its operational condition. PM includes:

- Cleaning and maintaining the instrument
- Checking software
- Replacing Analytical Module (AM) air filter and cabinet air filter
- Calibrating the full system
- Verifying the scan station
- Verifying the cartridge to AM handling

QIAGEN Qualification Services

We recommend routine re-qualification of instruments on an annual basis for compliance, and following any major service intervention (e.g., PM, repairs service or instrument relocation. An IQ/OQ and PM are needed to fulfill the Equipment requirements from ISO 15189 "Medical laboratories — Requirements for quality and competence." PM 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 Installation Qualification/Operational Qualification (IQ/OQ) service 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 specification. 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 QIAstat-Dx Rise

Service product	Description	Cat. no.
QIAstat-Dx Rise, 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.	9245733
QIAstat-Dx Rise, Inspection Service	One onsite Planned Maintenance Service by a certified QIAGEN service specialist.	9245737
QIAstat-Dx Rise, 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.	9245737
QIAstat-Dx Rise, IQ/OQ Service	Onsite installation qualification and operational qualification to verify instrument is installed and working according to manufacturer's specifications.	9245735
QIAstat-Dx Rise, OQ Service	Onsite operational qualification to verify instrument is operating according to manufacturer's specifications.	9245736

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.

Visit **qiagen.com/qiastat-dx-rise** for more information about QIAstat-Dx Rise, or **qiagen.com/instrument-services** for more information about QIAGEN Services.

The QIAstat-Dx Rise Base is a benchtop in vitro diagnostic device for use with QIAstat-Dx assays and QIAstat-Dx Analytical Modules. It provides full automation from sample preparation to real-time PCR detection. This higher-throughput system can accommodate up to 160 patient samples per day using 8 Analytical Modules.

For up-to-date licensing information and product-specific disclaimers, see the respective QIAGEN kit instructions for use or user manual. QIAGEN 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.