

Maintain optimal performance with QIAGEN Service Solutions

for your QIAasympyony Connect



Sample to Insight

The QIAAsymphony® Connect is a CE-IVD-certified, high-throughput platform that uses pre-filled, certified kits for maximum reproducibility. This cabinet-sized system meets the highest demands for process safety and sample traceability for regulated pathology, diagnostic and forensic labs. 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 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	Basic Agreement	Full Agreement	Premium Agreement
Cat. no.		9246255	9246263	9246264	9246265
Response time		—	5 business days	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 QIA Symphony 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. 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'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 QIAasymphony Connect

Service product	Description	Cat. no.
QIAasymphony 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.	9246256
QIAasymphony Connect, PM Service	One on-site Planned Maintenance Service by a certified QIAGEN service specialist.	9246260
QIAasymphony 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.	9246259
QIAasymphony Connect, IQ/OQ Service	On-site installation qualification and operational qualification to verify instrument is installed and working according to manufacturer's specifications.	9246257
QIAasymphony Connect, OQ Service	On-site 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 QIAasymphony Connect, or [qiagen.com/instrument-services](https://www.qiagen.com/instrument-services) for more information about QIAGEN Services.

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

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