



## Ensure performance with QIAGEN® services for QIAcuity® Digital PCR System



Our comprehensive list of service products for the QIAcuity will enable you to get the most out of your absolute quantification results for mutation detection, copy number variation, gene expression studies, gene-editing analysis and other applications. Select the service option that best fits your needs and keep your instrument functioning smoothly in accordance with the manufacturer's specifications. Our highly skilled and certified service professionals are dedicated to ensure

optimal instrument performance with cost control for your peace of mind. The QIAcuity is serviced on-site.

### Comprehensive service for QIAcuity

We offer a wide range of service agreement levels and subscriptions to suit all labs and budgets. Assess which service agreement best fits your needs.

Included in a contract year for each covered instrument		Preventive Subscription (cat. no.)	Basic Agreement (cat. no.)	Full Agreement (cat. no.)	Premium Agreement (cat. no.)
QIAcuity One 2plex		9245355	9245401	9245362	—
QIAcuity One 5plex		9245355	9245402	9245363	—
QIAcuity Four		9245356	9245403	9245364	9245366
QIAcuity Eight		9245357	9245404	9245365	9245367
Repair visits (labor, travel)		10% discount	✓	✓	✓
Repair parts coverage		10% discount	✓	✓	✓
Planned Maintenance		✓	✓	✓	✓
Software updates		✓	✓	✓	✓
Technical phone support	Standard hours	✓	✓	✓	✓
	24/7 hotline	—	—	—	✓
Response time		—	Five business days	Two business days	Next business day

## Planned Maintenance

For QIAcuity, we recommend an annual planned maintenance, which is available as a component of a service agreement. This service includes, but is not limited to, the following:

- Cleaning and maintenance
- Module inspection
- Belt tension tests
- Software check
- Barcode reader verification
- Thermocycler temperature verification
- Quality-control run

## Related service products for QIAcuity

Service product	Description	Cat. no.
QIAcuity One Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members	9245352
QIAcuity Four Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members	9245353
QIAcuity Eight Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members	9245354
QIAcuity, IQ/OQ Service	On-site installation qualification and operational qualification to verify instrument is installed and working according to manufacturer's specifications	9245414
QIAcuity, OQ Service	On-site operational qualification to verify instrument is operating according to manufacturer's specifications	9245649
QIAcuity, 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	9245457
QIAcuity One, PM Service	On-site planned maintenance service by a certified QIAGEN service specialist	9245443
QIAcuity Four, PM Service	On-site planned maintenance service by a certified QIAGEN service specialist	9245444
QIAcuity Eight, PM Service	On-site planned maintenance service by a certified QIAGEN service specialist	9245445



For more information about QIAcuity, visit [www.qiagen.com/qiacuity](http://www.qiagen.com/qiacuity)

For general information about QIAGEN digital PCR, visit [www.qiagen.com/dPCR](http://www.qiagen.com/dPCR)

For more information about QIAGEN Services, visit [www.qiagen.com/service-and-support/service-solutions](http://www.qiagen.com/service-and-support/service-solutions)

The QIAcuity is intended for molecular biology applications. This product is not intended for the diagnosis, prevention or treatment of a disease. Therefore, the performance characteristics of the product for clinical use (i.e., diagnostic, prognostic, therapeutic or blood banking) is unknown.

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