

Illumina Product Support Services Plans

Maximize instrument investment with tiered service plans that deliver the right level of service for every lab.

A standard 1-year base warranty is included with every new Illumina instrument purchase, along with installation and basic applications training. Illumina also offers several tiered service plans to upgrade the base warranty to an enhanced service level or extend service coverage beyond the 1-year warranty (Tables 1 and 2). These plans are designed to optimize the customer experience and to protect your instrument investment, whether it is the MiniSeq™ System or the HiSeq X™ and NovaSeq™ Series with one of the best service and support teams in the industry. Illumina Product Support Services Plans help researchers maximize performance and productivity with reliable, high-quality results at various cost-effective levels.

Table 1: Illumina Product Support Services Plan Descriptions

Bronze Plan	Silver Plan	Gold Plan
Includes full coverage for parts, labor, and travel; remote Technical Support 5 × 8; 3-business day onsite response target; control hardware/software updates; onsite applications support; and discounts on advanced training. Offers affordable protection against costly repairs and is best suited for budget-sensitive customers.	Includes full coverage for parts, labor, and travel; reagent replacement upon instrument failures; one PM; remote Technical Support 5 × 18; 2-business day onsite response target; control hardware/software updates; onsite applications support; and discounts on advanced training. The most popular full-service plan, balancing performance, productivity, and cost. ^a	Includes full coverage for parts, labor, and travel; reagent replacement upon instrument failures; one PM with one operational qualification (OQ); OQ with qualified repairs; remote Technical Support 5 × 24; next business day onsite target response; and control hardware/software updates. Also includes onsite applications support and discounts on advanced training. Maximizes performance and uptime, and helps ensure compliance to regulatory and quality guidelines. ^a

a. Select geographies only.

Table 2: Illumina Product Support Services Plan Comparison

	Bronze	Silver	Gold
Term	1 year	1 year	1 year
Replacement Parts	Yes	Yes	Yes
Replacement Reagents for Instrument Failure	No	Yes	Yes
Labor^a	Yes	Yes	Yes
Phone Support^b	5 × 8	5 × 18	5 × 24
Targeted Onsite Response Time (Business Days)	3	2	NBD
Preventive Maintenance	No	1	1
Qualification	No	No	Yes ^c
Control Software/Hardware Updates	Yes	Yes	Yes
Applications Support^d	Yes	Yes	Yes
Advanced Applications Training	Discounts Available	Discounts Available	Discounts Available

a. Standard onsite support hours:

- Americas: Monday to Friday (excluding national holidays) 8:00 AM to 5:00 PM
- Asia, Pacific: Monday to Friday (excluding national holidays) 9:00 AM to 5:30 PM
- Europe, Middle East, and Africa: Monday to Friday (excluding national holidays) 9:00 AM to 5:30 PM
- NOTE: Support performed outside of standard hours or offsite can incur overtime charges.

b. 5 × 18 phone support is Monday 8:00 AM Singapore Time Zone – Friday 5:00 PM US Pacific Time Zone. Phone support is English only outside of standard business hours.

c. OQ at PM and qualified repair visits.

d. Includes onsite troubleshooting and repair.

Abbreviations: PO: purchase order; NBD: next business day; OQ: operational qualification; PM: preventive maintenance.

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For more information, contact your Illumina Account Manager or Illumina Inside Sales at 1.800.809.4566 toll-free (North America), +1.858.202.4566 (outside North America), 01799 534332 toll-free (Europe, Middle East, and Africa), or servicecontract@illumina.com.