



Ensure success with QIAGEN Service Solutions for QIAcube[®] Connect



Get the most out of your instrument, protect your investment and achieve cost control

Select the service option that best fits your needs and keep your QIAcube Connect working according to manufacturer specifications. Our certified service professionals provide onsite service to help ensure optimal nucleic acid purification from your QIAcube Connect.

QIAGEN service agreements

Discover which service agreement best fits your needs and budget.

| Included in contract year for each system | ★ Best value | | | |
|---|-------------------------|-----------------|-----------------|-------------------|
| | Preventive Subscription | Core Agreement | Full Agreement | Premium Agreement |
| Cat. no. | 9245210 | 9245260 | 9245208 | 9245209 |
| Repair visits (labor, travel) | 10% discount | 1 repair* | ✓ | ✓ |
| Repair parts | 10% discount | 1 repair* | ✓ | ✓ |
| Inspection Service | ✓ | ✓ | ✓ | ✓ |
| Software updates | ✓ | ✓ | ✓ | ✓ |
| Technical phone support | Standard hours | ✓ | ✓ | ✓ |
| | Extended hours | – | – | ✓ |
| | 24/7 hotline | – | – | ✓** |
| Response time | – | 5 business days | 2 business days | Next business day |

* One repair service per contract year. 10% discount on parts and labor for any additional repair visits.

** 24/7 technical phone support in English only.

QIAGEN Inspection Service

For QIAcube Connect, we recommend an annual Inspection Service to help ensure data integrity, uptime, compliance and peace of mind. This service can either be a component of a service agreement or ordered separately. Annual Inspection includes:

- Cleaning and maintenance
- Firmware check
- Optional pipetting test
- Gripper test
- Liquid-level detect test
- Shaker and temperature test
- Optical sensor test
- Tip-check sensor test
- Centrifuge test for speed and imbalance sensor test
- Application test
- Door sensor test

QIAGEN IQ/OQ

For the QIAcube Connect, we offer Installation Qualification/Operational Qualification (IQ/OQ) service, which verifies that your instrument is delivered, installed and is operating according to manufacturer specifications. IQ/OQ service includes:

- Setup of instrument hardware and installation of system software
- Installation checks to ensure the instrument is functioning correctly
- Tests to show that the system is set up according to specifications
- Test to show that the instrument is operating according to specifications
- GLP-compliant documentation with deviation reporting

Related service products for QIAcube Connect

| Service product | Description | Cat. no. |
|---|---|----------|
| QIAcube Connect Installation & Training | On-site installation of instrument hardware and system software. Includes application training for hands-on experience on the instrument and qualification up to four staff members. | 9245211 |
| QIAcube Connect Inspection Service | One on-site Inspection Service by a certified QIAGEN service specialist. | 9245212 |
| QIAcube 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. | 9245297 |
| QIAcube Connect IQOQ Service | On-site installation qualification and operational qualification to verify that the instrument is installed and working according to manufacturer specifications. | 9245232 |
| QIAcube Connect OQ Service | On-site operation qualification to verify instrument is operating according to specifications. | 9245424 |



Visit www.qiagen.com/qiacube-connect for more information about QIAcube Connect, or www.qiagen.com/instrument-services for more information about QIAGEN Services.

Register on My QIAGEN at login.qiagen.com/login

QIAcube Connect is designed to perform fully automated purification of nucleic acids and proteins in molecular biology applications. The system is intended for use by professional users trained in molecular biological techniques and the operation of QIAcube Connect.

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

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