



QIAGEN® Service Solutions



Maximize reliable sample analysis with QIAxcel® Connect

Increased instrument uptime and enhanced performance for
streamlined and automated sample analysis

QIAxcel Connect fully automates high-sensitivity and high-resolution capillary electrophoresis of up to 96 samples per run. We have developed various instrument services for your QIAxcel Connect to help you get the most from your instrument while enjoying the benefits of remote connectivity. From comprehensive agreements to one-time and professional services, we help you maintain complete control of your budget. Trust our certified team of service experts to provide the seamless and straightforward service you need to keep your instrument performing as it should.



QIAGEN service agreements

We offer a wide range of service agreement levels and subscriptions to suit the requirements of any laboratory. Discover which service agreement best fits your needs and budget.

Service solutions for QIAxcel Connect		Preventive Subscription	Basic Agreement	Full Agreement
Cat. no. (Europe, Japan, China)		9245760	9245756	9245754
Cat. no. (Asia Pacific)		9245760	9245757	9245755
Repair service (labor, travel, shipping)*		10% discount	✓	✓
Repair parts coverage		10% discount	✓	✓
Inspection Service		✓	✓	✓
Software updates		✓	✓	✓
Technical phone support	Standard hours	✓	✓	✓
Response time†		-	5 business days	2 business days
Loaner instrument		-	-	✓ ‡

* Instrument service either at regional repair center or on-site: Country and region dependent.

† Response time for on-site service only. Available in select countries only.

‡ Subject to availability. Available in select countries only.





QIAGEN Inspection Service

For QIAxcel 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
- Replacing filter, O-ring, latching mechanisms, tubes and fittings, and valves
- ISI note implementation
- Firmware/software check
- Sensor checks and tests
- Detector test
- Transport assembly check

QIAGEN IQ/OQ

For the QIAxcel 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 system is set up according to specifications
- Test to show that instrument is operating according to specifications
- GLP-compliant documentation with deviation reporting
- Labor, travel and installation kit

Related service products for QIAxcel Connect

Service product	Cat. no.
QIAxcel 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 staff members.	9245761
QIAxcel Connect, Inspection Service On-site inspection service.	9245765
QIAxcel 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.	9245762
QIAxcel Connect, IQ/OQ Service On-site installation qualification and operational qualification to verify that the instrument is installed and working according to manufacturer specifications.	9245763
QIAxcel Connect, OQ Service On-site operational qualification to verify instrument is operating according to manufacturer specifications.	9245764

 For more information about QIAxcel Connect, visit **QIAxcel Connect (qiagen.com)**
For more information about QIAGEN Service Solutions,
visit **www.qiagen.com/instrument-services**
Register on MyQIAGEN at **login.qiagen.com/login**

The QIAxcel Connect is intended for molecular biology applications. This product is not intended for the diagnosis, prevention or treatment of a disease.
For up-to-date licensing information and product-specific disclaimers, see the respective QIAGEN kit instructions for use or user operator 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).

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