



QIAGEN® Service Solutions for QIAstat-Dx®

Support for your syndromic testing needs

Maximize productivity and increase uptime, for enhanced peace of mind

The QIAstat-Dx Premium Agreement ensures consistent quality of results by keeping your instrument functioning smoothly, according to the manufacturer's specifications. Get results in a timely manner with minimal downtime, so that your patients get the treatment they need.

To ensure that you stay operational, our services include 24-hour technical phone support, repair service, annual inspection service and a loaner instrument option.

Our proactive alert-based remote response allows our technical specialist to connect to your instrument and proactively assess any functional or technical issues your instrument may be experiencing. This remote capability also allows us to gain access to instrument error log files and mechanical sensor data, which enables more efficient and effective service, thus increasing your instrument uptime.

Proactive alert-based response, remote service,
for quicker error resolution

Two business days response time
for loaner instruments

24-hour technical support
provided by
QIAGEN experts

Cost included
for shipping, labor
and spare parts

GLP/GMP
report can be presented
during audit

Ordering Information

QIAstat-Dx Service Products

Products	Catalog no.
QIAstat-Dx Operational Module Premium Agreement Two business days response time for loaner instruments. Seven business days turnaround time for repair service at Regional Repair Center (RRC). One Annual Inspection Service included.	9245262
QIAstat-Dx Analytical Module Premium Agreement Two business days response time for loaner instruments. Seven business days turnaround time for repair service at Regional Repair Center (RRC). One Annual Inspection Service included.	9245264
QIAstat-Dx Installation & Training On-site installation of instrument hardware and system software. Application training for hands-on experience on instrument and qualifying, for up to four laboratory staff members.	9245275
QIAstat-Dx, Application Training Hands-on training of hardware and software applications and professional qualification of up to four laboratory staff members. User maintenance procedures and verification guidance included.	9245300
QIAstat-Dx, LIS Standard Integration On-site service to ensure data transfer between instrument and LIS eliminating manual data entry for a fully automated workflow. Travel, labor and instrument integration included.	9245203
QIAstat-Dx Analyzer 1.0, IQOQ Service Installation Qualification and Operational Qualification to ensure instrument is delivered and installed properly, and all modules are operating according to manufacturer's specifications.	9245343
QIAstat-Dx Analyzer 1.0, OQ Service Operational Qualification verifies that instrument is operating according to manufacturer's specifications. OQ allows labs to comply with highest quality standards.	9245429
QIAstat-Dx, Inspection Service On-site Inspection Service by a certified QIAGEN service specialist. Cost of labor, travel, and parts necessary to perform the Inspection Service is covered.	9245276

Technical Service: 800 DNA PREP (800 362 7737) or email Techservice-NA@qiagen.com
Register on My QIAGEN at <https://login.qiagen.com/>
to have 24/7 access to your account, orders, instruments and more.



→ For more Information about QIAGEN services, visit <https://www.qiagen.com/instrument-services>
For more information about QIAstat-Dx go to our webpage [QIAstat-DX.com](https://www.qiagen.com/qiastat-dx)

For up-to-date licensing information and product-specific disclaimers, see the respective QIAGEN kit instructions for use or user operator manual. QIAGEN kit instructions for use 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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Ordering
Technical Support
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