

Luminex

US xMAP® Instrument Service Menu

Accessible. Reliable. Flexible.

Have a plan. Learn how Luminex's service solutions can sustain you.



SERVICE SOLUTIONS

Make your lab life easier and let us do the heavy lifting. Offering instrument service plans tailored to your specific needs.

We know you want your operation to run smoothly. Accessible and dependable instrument service is a must to keep your lab up and running. And who better to service your instruments than the company that built them? Let us help you maintain uptime and reduce your total cost of ownership. Don't slow down when incoming demands are moving faster than ever. There's no time for downtime in your lab.

We're here to support you...

Luminex can help with a full range of instrument support services that can both satisfy your operational goals and meet your budget objectives. Luminex Instrument Service Solutions is backed by factory trained Luminex engineers and verified Luminex parts. Enjoy the peace of mind knowing your service and parts are nothing but the best.

Maintaining service coverage includes all repair costs with the bonus of being unaffected by rising rates for travel, increased labor costs, or annual price increases of replacement parts. Other benefits of maintaining service coverage include:

- Complete service history of your instrument will be recorded and maintained.
- Preventative maintenance visits will be automatically tracked and scheduled.
- Priority scheduling will be provided, and dispatches of field service will occur immediately upon determination of issue.

Benefits of purchasing a service plan at the time of instrument sale include:

- Lock in at current prices
- Get additional Point of Purchase discount incentives
- No interruption in service beyond warranty

Choose from a comprehensive portfolio of service plans and value-added services tailored to your needs. Flexible services range from regular planned maintenance visits and service calls to total system protection.

Full-Coverage Service Plans

Ensure workflow continuity and performance by choosing from comprehensive support plans with flexible response times. A service contract plan provides the benefit of preventative maintenance, plus access to emergency repairs.

- On-site service and repair coverage
- Replacement parts, travel, and labor—no additional out-of-pocket expenses
- Prioritized response time - service priority over non-covered instruments
- Annual preventative maintenance (PM)

In addition to service plans, a-la-carte offerings are below:

Preventative Maintenance

Routine preventative maintenance (PM) is necessary for extending the life of your instrument and for keeping it operational under manufacturer requirements. PM service includes routine instrument inspection and validation, as well as incorporating any of the latest hardware and software updates.

Installation Qualification (IQ) and Operational Qualification (OQ) services

are performed by our Field Service Engineers and are critical for ensuring that your instrument is properly installed and operating according

to manufacturer specifications. Luminex offers standard IQ/OQ for new instruments, and yearly OQ to confirm system reliability of any xMAP® instrument in your laboratory

Installation Qualification (IQ)

IQ service confirms that the instrument, operating software, and other accessories have been supplied as ordered and that the system has been installed per Luminex guidelines.

During the IQ we will:

- Verify that the installation site meets the environmental requirements for the instrument (e.g., bench space, power, temperature)
- Review the hazards and safety precautions pertinent to the use of the Luminex system
- Provide installation checklists for the software and hardware (including tubing, cables, and accessories)
- Document preventative maintenance (PM) requirements for inclusion in the PM schedule

Once the system is installed, the OQ service will be conducted to demonstrate that the system is functioning according to its operational specifications.

Operational Qualification (OQ)

The Yearly OQ service verifies lab environmental fitness for optimal system performance and is highly recommended to confirm system reliability on an annual basis, after a renovation event, or instrument repair. Yearly OQ offers additional services which are not a part of routine PM.

Yearly OQ includes:

- All standard OQ verifications plus some additional IQ parameters.
- Identifying environmental factors that may affect system performance such as electrical alterations in the lab or other parts of the facility, HVAC maintenance, facility room renovations, or changes to bench top and capital equipment configurations within the lab.
- Checks to ensure that maintenance has been adequately performed by lab personnel.

Preventative Maintenance/Operational Qualification (PM/OQ)

When combined with routine PM, Yearly OQ can help to ensure that your system will produce precise and reliable assay results.

Together, PM and OQ protocols include:

- Regularly scheduled PM service notified and tracked by Luminex
- Essential system information and documentation
- Instrument verification and system validation

One-Time Repair Service

Additionally, for instruments not currently covered by warranty or a service plan, we offer repair services at an hourly travel and labor rate plus the price of replacement parts.

Relocation Support

If you are planning to move an instrument from one location to another, Luminex has the processes and procedures to properly decontaminate, decommission, and package your instrument. Then, once at the new location, your field service engineer will install, start up, and validate the instrument's operating condition.

Technical Support Services

Technical System Support is a network of technical experts available to answer your product questions and assist with any technical problems. Upon receiving your call, our technical staff will work with you to identify the root cause of the problem. If a technical problem cannot be corrected through phone support, Luminex service engineers are available to travel to your location.

support@luminexcorp.com

Recertification Services

Instruments with a lapse in service coverage are eligible for a Service Plan with our recertification program. A Field Service Engineer will perform the recertification to ensure that the instrument is operating according to the manufacturer's specifications. A recertification fee, plus parts for any necessary repairs, could be incurred.

Service Plans Summary

	Elite Pro*	Elite*	Premium Pro	Premium	PM Only Service	A-la-carte Services
Emergency repair visits	Unlimited	Unlimited	Unlimited	Unlimited	N/A	All expenses billed
Travel/labor costs	All costs included	All costs included	All costs included	All costs included	N/A	Per hourly rate
Repair parts costs	All costs included	All costs included	All costs included	All costs included	N/A	Per market rate
PMOQ in place of a plan PM	✓	No	✓	No	N/A	Billable, upon request
Scheduled preventive maintenance included	2	2	1	1	PM included; not scheduled proactively	Billable, upon request
Onsite response time (business days) for non-operational instruments [†]	1	1	2	2	N/A	Pending availability
Priority scheduling for service requests	✓	✓	✓	✓	N/A	No
Software updates and modifications	✓	✓	✓	✓	✓	Billable
Training discount [‡]	15%	15%	10%	10%	N/A	N/A
Telephone support	✓	✓	✓	✓	✓	✓
PC Coverage [§]	✓	✓	✓	✓	N/A	N/A

*Available only for certain business segments and regions
[†]Response time listed is done on a best effort basis during business days/hours. Weekends and holidays do not count towards the response time.
[‡]Discount is applied to standard end user training portfolio (instrument usage classes and assay development training)
[§]Hardware and software is fully covered for instruments whose PCs were installed by Luminex that are under warranty or under an active plan. LTG will only replace PCs in case of complete failure or system/software update incompatibility; replacement is not guaranteed for issues and troubleshooting/reimaging will be tried first. If a customer wants a PC replaced and we don't feel that is necessary they are free to pay for a new PC that we will install as part of their service plan.

These plans cover Luminex 100/200, FLEXMAP 3D, xMAP INTELLIFLEX, and xMAP INTELLIFLEX DR-SE systems. Multi-instrument plans are available for those owning more than one Luminex instrument. Benefits of multi-instrument plans include the convenience of having multiple instruments under one agreement and one annual renewal date, as well as multi-year product support at a discounted rate.