



FLEXMAP 3D[®] Maintenance & Support Services

Americas Region (US, Canada, Mexico, Puerto Rico)

xMAP[®] Technology by Luminex Corporation is revolutionizing the life science and diagnostic industries by enabling companies and laboratories to perform bioassays far more quickly and cost-effectively than with other systems, while ensuring optimum accuracy. Luminex offers a multi-tiered maintenance and support program to ensure proper utilization, maintenance, and upkeep on xMAP Instruments. The program is designed to fit the needs of any laboratory, whether in the academic, government, or private sector. Our Maintenance and Support Program extends our services around the world with packages that fit all laboratory needs and budgets.

FLEXMAP 3D[®] Maintenance and Service Agreements

Platinum

The Platinum Service Plan is intended for customers who continuously operate the instrument and require proactive service, with the assurance of on-site, one-business day response, and an option to include assay start-up and support.

Gold

The Gold Service Plan is intended for customers who regularly operate the instrument and require proactive service, with the assurance of on-site, two-business day response, and an option to include assay start-up and support.

Silver

The Silver Service Plan is intended for customers looking for proactive service while staying within budgetary constraints.

Bronze

The Bronze Service Plan is intended for customers that may not be using the instrument regularly or have budgetary constraints.



Instrument Only Packages

| Features | Platinum | Gold | Silver | Bronze |
|--|-------------------|-----------------|-----------------|--------------------------|
| Emergency assistance (unlimited visits) | ✓ | ✓ | ✓ | — |
| Preventative Maintenance visit | Two per year | One per year | One per year | One per year |
| Emergency repair costs <i>Includes travel and labor</i> | ✓ | ✓ | ✓ | — |
| Emergency repair parts included | ✓ | ✓ | — | Part discount only (20%) |
| Priority scheduling for service requests | ✓ | ✓ | ✓ | — |
| Periodic software updates and modifications | ✓ | ✓ | ✓ | — |
| Telephone and online support 24 x 7 | ✓ | ✓ | ✓ | ✓ |
| On-site response time (business days), if required | 1 | 2 | 2 | — |
| FLEXMAP 3D® part numbers | SLA-PLATINUM-FM3D | SLA-GOLD-FM3D | SLA-SILVER-FM3D | SLA-BRONZE-FM3D |
| FLEXMAP 3D® plan price | \$16,150 | \$12,700 | \$8,050 | \$4,450 |

Prices listed are in USD and are for a one-year term. Discounts are available for multi-instrument agreements.

Maintenance and Support Packages are not available in all locations. To inquire about availability in your location, please contact Service Sales at ServiceSales@LuminexCorp.com

Service plan pricing assumes customer has maintained continuous coverage. Standard Luminex policy requires instruments with a lapse in service coverage to be recertified prior to engaging a new service agreement.

The recertification fee of **\$1,350** includes travel and three hours labor. Additional hours of labor and/or parts used during the recertification may result in additional charges.

Validation Services

| Description | RUO Part No. | Price (USD) |
|-------------------------------------|-------------------|--|
| FLEXMAP 3D® IQ/OQ with Installation | VP-FM3D-XPON-IQQQ | Contact servicesales@luminexcorp.com |
| FLEXMAP 3D® Yearly OQ | VP-FM3D-XPON-OQ | Contact servicesales@luminexcorp.com |

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<https://us.diasorin.com/en/licensed-technologies/tools/flexmap-system>

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