

## ARIES® Maintenance & Support Services

Americas Region

Luminex offers a multi-tiered maintenance and support program to ensure proper utilization, maintenance, and upkeep of the ARIES® System. The program is designed to fit the needs of any laboratory, whether in the academic, government, or private sector.

Our ARIES® Maintenance and Support Program extends our services around the world, with packages that fit all laboratory needs and budgets.

### ARIES® Maintenance and Service Agreements\*

#### Diamond

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

#### 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.



## Instrument Only Packages

Features	Diamond	Platinum	Gold
Emergency assistance (unlimited visits)	✓	✓	✓
One preventative maintenance visit	✓	✓	✓
Emergency repair costs <i>Includes travel, parts, and labor</i>	✓	✓	✓
Priority scheduling for service requests	✓	✓	✓
Periodic software updates and modifications	✓	✓	✓
Unlimited 24 x 7 x 365 remote support	✓	✓	✓
On-site response time (business days), if required <i>Weekend and holiday coverage not included</i>	—	1	2
On-site one-day response time, if required <i>Includes weekend and holiday coverage</i>	✓	—	—
ARIES® part number	SLA-ARIES-DIAMOND	SLA-ARIES-PLATINUM	SLA-ARIES-GOLD
ARIES® M1 part number	SLA-M1-DIAMOND	SLA-M1-PLATINUM	SLA-M1-GOLD
<b>ARIES® plan price</b>	<b>\$16,707</b>	<b>\$10,865</b>	<b>\$8,626</b>
<b>ARIES® M1 plan price</b>	<b>\$10,374</b>	<b>\$6,224</b>	<b>\$4,913</b>

Prices listed above are in USD and are for a one-year term. Discounts are available for multi-year and/or 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](mailto:servicesales@luminexcorp.com).

Service plan pricing assumes the 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 includes travel and three hours of labor. Additional hours of labor and/or parts used during the recertification may result in additional charges.



**[orders@luminexcorp.com](mailto:orders@luminexcorp.com) or [support@luminexcorp.com](mailto:support@luminexcorp.com)**

Validation of the LIS compatibility must be performed by the end user.

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[luminexcorp.com/ARIES](https://luminexcorp.com/ARIES)

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