



VERIGENE[®] Maintenance & Support Services

Americas Region



The VERIGENE[®] System is an intuitive, sample-to-answer, molecular diagnostic solution that provides control of the testing process from sample accessioning to results reporting. Luminex offers a multi-tiered maintenance and support program to ensure proper utilization, maintenance, and upkeep on the VERIGENE System. The program is designed to fit the needs of any laboratory, whether in the academic, government, or private sector.

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

VERIGENE[®] 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.

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.



Instrument Package Options

Features	Platinum	Gold
Emergency assistance (unlimited visits)	✓	✓
Preventative Maintenance visit	One per year	One per year
Emergency repair costs <i>Includes travel, parts, and labor</i>	✓	✓
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
VERIGENE® Reader part number	SLA-VR-PLATINUM	SLA-GOLD
VERIGENE® SP part number	SLA-VSP-PLATINUM	SLA-VSP-GOLD
Pricing per VERIGENE® module	\$3,161	\$2,397

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.

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.

Luminex
A DiaSorin Company

orders@luminexcorp.com or support@luminexcorp.com

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luminexcorp.com/verigene

HEADQUARTERS

UNITED STATES

+1 512 219 8020

info@luminexcorp.com

EUROPE

+31 73 800 1900

europe@luminexcorp.com

CANADA

+1 416 593 4323

info@luminexcorp.com

CHINA

+86 21 8036 9888

info@luminexcorp.com

JAPAN

+81 3 5545 7440

info@luminexcorp.com

SS297355