



xMAP INTELLIFLEX® Maintenance & Support Services

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.

xMAP INTELLIFLEX® Maintenance and Service Agreements

Platinum

The Platinum Service Plans are 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 Plans are 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.

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	Bronze
Emergency assistance (unlimited visits)	✓	✓	—
Preventative Maintenance visit	Two 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	—
xMAP INTELLIFLEX® part numbers	SLA-IFLEX-PLATINUM	SLA-IFLEX-GOLD	SLA-IFLEX-BRONZE
xMAP INTELLIFLEX® plan price	€ 9.648	€8.683	€2.894
xMAP INTELLIFLEX® DR-SE part numbers	SLA-IFLEXDRSE-PLAT	SLA-IFLEXDRSE-GOLD	SLA-IFLEXDRSE-BRONZE
xMAP INTELLIFLEX® DR-SE plan price	€14.472	€13.025	€4.342

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 beginning 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.

Validation Services

Description	RUO Part No.	Price (EUR)
xMAP INTELLIFLEX® IQ/OQ with Installation	VP-INTELLIFLEX-IQOQ	€15.130
xMAP INTELLIFLEX® Yearly OQ	VP-INTELLIFLEX-OQ	€9.650

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