

# Ensure success with QIAGEN services

## for QIAcube® Connect

Get the most out of your instrument, protect your investment and achieve cost control

Our comprehensive list of service products for the QIAcube Connect will enable you to make the most of redefined sample processing automation. You have the flexibility of choice. Select the service option that best fits your needs and keep your instrument functioning smoothly in accordance with the manufacturer's specifications. Our highly skilled and certified service professionals are dedicated to working with you to ensure optimal instrument performance.

The QIAcube Connect for automated nucleic acid purification using proven QIAGEN spin-column kits is serviced on-site.

### QIAGEN service agreement offers

QIAGEN offers a wide range of service agreement levels and subscriptions to suit all labs and budgets. Discover which service agreement best fits your needs.

Service solutions for QIAcube Connect	Preventive Subscription	Core Service Agreement	Full Service Agreement	Premium Service Agreement
Cat. no.	9245210	9245260	9245208	9245209
Repair visits (labor, travel)	10% discount	✓*	✓	✓
Repair parts coverage	10% discount	One repair service	✓	✓
Preventive Maintenance/Inspection Service	✓	✓	✓	✓
Software updates	✓	✓	✓	✓
Technical phone support	Standard hours	✓	✓	✓
	Extended hours	-	-	✓†
	Special hotline	-	-	✓
Next-day response time	-	-	-	✓

\* One repair service per contract year. 10% discount on additional repair services. † Extended hours for Full Service Agreement available in NA only. ‡ Not available in all countries.

### QIAGEN Inspection Service

For QIAcube Connect, we recommend an annual Inspection Service which is a component of a service agreement or can be ordered separately. Inspection Service includes:

- Cleaning and maintenance
- Firmware check
- Optional pipetting test
- Gripper test
- Liquid level detect test
- Shaker and temperature test
- Optical sensor test
- Tip check sensor test
- Centrifuge test for speed and imbalance sensor test
- Application test
- Door sensor test

The estimated duration of the annual inspection of the QIAcube Connect is 4–5 hours.



## QIAcube Connect service packages — Instruments and service agreements<sup>†</sup>

Service product	Instrument	Installation	Training	Full service agreement	Inspection Service	Cat. no.
QIAcube Connect System FUL-3	✓	✓	✓	3 years	✓	9002870
QIAcube Connect System FUL-2	✓	✓	✓	2 years	✓	9002873
QIAcube Connect System PRV-1*	✓	✓	✓	–	✓	9002871
QIAcube Connect Device PRV-1*	✓	–	–	–	✓	9002872

\*PRV – Preventive Subscription

<sup>†</sup> All QIAcube Connect instruments are provided with a region-specific connectivity package, including tablet and equipment necessary to connect to the local network.

## Related service products for QIAcube Connect

Service product	Description	Cat. no.
QIAcube Connect Installation & Training	On-site installation and setup of instrument hardware and system software. Routine maintenance and basic troubleshooting training for up to four laboratory staff members.	9245211
QIAcube Connect Inspection Service	One on-site Inspection Service by a certified QIAGEN service specialist. Cost of labor, travel and parts necessary to perform the Inspection Service is covered.	9245212
QIAcube Connect Application Training	On-site Application Training for up to four laboratory staff members. Provides hands-on experience on hardware and software applications, maintenance, and troubleshooting of the instrument.	9245297
QIAcube Connect IQOQ Service	Installation Qualification and Operational Qualification (IQ/OQ) verifies that instrument is installed and operating according to manufacturer's specifications. IQ/OQ allows labs to comply with highest quality standards and to ensure the accuracy and precision of the instrument.	9245232
QIAcube Connect OQ Service	Operational Qualification (OQ) verifies that instrument is operating according to manufacturer's specifications. OQ allows labs to comply with highest quality standards.	9245424

For more information about QIAcube Connect, visit [www.qiagen.com/qiacube-connect](http://www.qiagen.com/qiacube-connect)

For more information about QIAGEN Services visit [www.qiagen.com/instrument-services](http://www.qiagen.com/instrument-services)

Register on My QIAGEN at <https://login.qiagen.com/login>

QIAcube Connect is designed to perform fully automated purification of nucleic acids and proteins in molecular biology applications. The system is intended for use by professional users trained in molecular biological techniques and the operation of QIAcube Connect.

For up-to-date licensing information and product-specific disclaimers, see the respective QIAGEN kit handbook or user manual. QIAGEN kit handbooks and user manuals are available at [www.qiagen.com](http://www.qiagen.com) or can be requested from QIAGEN Technical Services or your local distributor. Not all services are available in all countries.

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