

Ensure performance with QIAGEN[®] services for QIAcuity[™] Digital PCR System



Achieve optimal instrument performance for accurate results

Our comprehensive list of service products for the QIAcuity will enable you to get the most out of your absolute quantification results for mutation detection, copy number variation (CNV), gene expression studies, gene-editing analysis and other applications. 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 ensure optimal instrument performance with cost control for your peace of mind. The QIAcuity is serviced on-site.

Comprehensive service solutions for QIAcuity

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 QIAcuity	Preventive Subscription	Core Service Agreement	Full Service Agreement	Premium Agreement
QIAcuity One 2plex, cat. no.	9245355	9245358	9245362	-
QIAcuity One 5plex, cat. no.	9245355	9245359	9245363	-
QIAcuity Four, cat. no.	9245356	9245360	9245364	9245366
QIAcuity Eight, cat. no.	9245357	9245361	9245365	9245367
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	-	-	-	✓

* 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 Preventive Maintenance

For QIAcuity, we recommend an annual preventive maintenance, which is available as a component of a service agreement. This service includes, but is not limited to, the following:

- Cleaning and maintenance
- Software Check
- Thermocycler temperature verification
- Module Inspection
- Barcode reader verification
- QC run
- Belt Tension Tests

Ordering information

QIAcuity service packages – instruments and service agreements

Service product	Instrument	Installation	Training	Full service agreement	Preventive Maintenance/ Inspection	Cat. no.
QIAcuity One, 2plex System FUL-2	✓	✓	✓	2 years	✓	911006
QIAcuity One, 2plex System FUL-3	✓	✓	✓	3 years	✓	911007
QIAcuity One, 2plex System	✓	✓	✓	–	✓	911002
QIAcuity One, 2plex Device	✓	–	–	–	✓	911001
QIAcuity One, 5plex System FUL-2	✓	✓	✓	2 years	✓	911026
QIAcuity One, 5plex System FUL-3	✓	✓	✓	3 years	✓	911027
QIAcuity One, 5plex System	✓	✓	✓	–	✓	911022
QIAcuity One, 5plex Device	✓	–	–	–	✓	911021
QIAcuity Four Platform System FUL-2	✓	✓	✓	2 years	✓	911046
QIAcuity Four Platform System FUL-3	✓	✓	✓	3 years	✓	911047
QIAcuity Four Platform System	✓	✓	✓	–	✓	911042
QIAcuity Eight Platform System FUL-2	✓	✓	✓	2 years	✓	911056
QIAcuity Eight Platform System FUL-3	✓	✓	✓	3 years	✓	911057
QIAcuity Eight Platform System	✓	✓	✓	–	✓	911052

Related service products for QIAcuity

Service product	Description	Cat. no.
QIAcuity One Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members	9245352
QIAcuity Four Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members	9245353
QIAcuity Eight Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members	9245354
QIAcuity, IQ/OQ	Installation Qualification and Operational Qualification to ensure instrument is delivered and installed properly, and all modules are performing according to manufacturer's specifications.	9245414

For more information about QIAcuity, visit www.qiagen.com/qiacuity

For general information about QIAGEN digital PCR, visit www.qiagen.com/dPCR

For more information about QIAGEN Services, visit www.qiagen.com/service-and-support/service-solutions

The QIAcuity is intended for molecular biology applications. This product is not intended for the diagnosis, prevention or treatment of a disease. Therefore, the performance characteristics of the product for clinical use (i.e., diagnostic, prognostic, therapeutic or blood banking) is unknown.

Trademarks: QIAGEN®, Sample to Insight®, QIAcuity™ (QIAGEN Group).

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