

Ensure performance with QIAGEN[®] services for QIAquant[®]



Increase the lifespan of your instrument, get reliable results and achieve cost control

Our comprehensive list of service products for QIAquant will enable you to get the most out of your all-round qPCR system. You have the flexibility to choose the service option that best fits your needs and keeps your instrument functioning according to the manufacturer's specifications. Our highly skilled and certified service professionals are dedicated to working with you to ensure optimal instrument performance.

The QIAquant for fast and easy high-performance real-time PCR is serviced at our Regional Repair Center (RRC), where our team of experts equipped with sophisticated tools works to keep your instrument running smoothly. The QIAquant can also be repaired on-site with a Premium Agreement option.

QIAGEN service agreements for QIAquant

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 QIAquant	Preventive Subscription	Core Service Agreement	Full Service Agreement	Premium Service Agreement
QIAquant 96, cat. no.	9245378	9245379	9245380	9245381
QIAquant 384, cat. no.	9245378	9245383	9245384	9245385
Repair service in RRC (labor, shipping)	10% discount	✓*	✓	–
Repair visits (labor, travel)	–	–	–	✓
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	–	–	–	✓
Loaner equipment	–	–	✓§	–

* 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. § Subject to availability.

QIAGEN Preventive Maintenance/Inspection Service

For QIAquant, we recommend an annual Preventive Maintenance/Inspection Service 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
- Rotary-table movement
- Touchscreen test
- Heated-lid temperature test
- Fan test
- Detector calibration
- Test plate measurement test
- Fiber-sequencer test for optical test plate
- Block-cycler test
- Optical unit performance test

Ordering information

QIAquant service packages – instruments and service agreements

Service product	Instrument	Installation	Training	Full service agreement	Preventive Maintenance/ Inspection	Cat. no.
QIAquant 96 2 plex System FUL-2	✓	✓	✓	2 years	✓	9003004 (115V) 9003008 (230V)
QIAquant 96 2 plex System	✓	✓	✓	–	✓	9003003 (115V) 9003007 (230V)
QIAquant 96 2 plex Device	✓	–	–	–	✓	9003002 (115V) 9003006 (230V)
QIAquant 96 5 plex System FUL-2	✓	✓	✓	2 years	✓	9003014 (115V) 9003018 (230V)
QIAquant 96 5 plex System	✓	✓	✓	–	✓	9003013 (115V) 9003017 (230V)
QIAquant 96 5 plex Device	✓	–	–	–	✓	9003012 (115V) 9003016 (230V)
QIAquant 384 5 plex System FUL-2	✓	✓	✓	2 years	✓	9003024 (115V) 9003028 (230V)
QIAquant 384 5 plex System	✓	✓	✓	–	✓	9003023 (115V) 9003027 (230V)

Related service products for QIAquant

Service product	Description	Cat. no.
QIAquant, Installation and Training	On-site installation of instrument hardware and system software. Includes application training and hands-on experience with the instrument for up to four laboratory staff members.	9245377
QIAquant, IQ/OQ	Installation Qualification and Operational Qualification to ensure that the instrument is delivered and installed properly, and all modules are performing according to manufacturer's specifications.	9245388

For more information about QIAquant, visit www.qiagen.com/qiaquant

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

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

The QIAquant is intended for molecular biology applications. This product is not intended for the diagnosis, prevention, or treatment of a disease.

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