

Illumina On-Demand Services

Illumina service support for instruments not under warranty or service contract.

Introduction

Illumina offers several Service Contract Programs* that allow customers to minimize and budget for instrument maintenance costs. If customers do not use these programs, maintenance can be provided through Illumina On-Demand Services, by local Field Applications or Field Service Representatives. A purchase order is required in advance when requesting On-Demand Services.

Minimum Labor Charge

A minimum labor charge of two hours is required for all on-site service. Travel time to the customer site is a separate charge.

Travel and Living Expenses

All travel charges are based on the nearest available Service Representative location. If the service visit requires more than one day and the representative must stay in local accommodation, a per diem rate is charged to the customer to cover incidental expenses (eg, hotel, meals, and ground transportation). Travel and living expenses are covered under the Illumina Standard Warranty and Service Contract Programs.

Parts

All parts required to service Illumina systems are charged to the customer. Any part that a customer purchases directly from Illumina becomes the property of the customer and may not be exchanged or returned for credit. All parts are covered under the Illumina 90-day warranty.

Shipping

Routine consumable items and non-emergency service items are shipped to the customer in a cost-effective, efficient manner. Illumina Field Service personnel will determine the best possible action to be taken to avoid costly shipping charges.

Special Services

Requests for special services (eg, modification of units to support special applications and accessories, or to move equipment) are quoted on an individual basis. These quotes may include preparatory time, charges for physically moving and revalidating equipment, and associated travel expenses and time.

Instrument Service Warranties and Contracts

For more information, please contact your local Sales Representative at 1.800.809.4566 (toll free), 1.858.202.4566 (outside North America), or servicecontract@illumina.com.

Learn More

To learn more about Illumina On-Demand Services, visit illumina.com/services/instrument-services-training/product-support-services/on-demand-services.html

*Consult your local Sales or Service Representative for details regarding Illumina Service Contract Programs.