



January 1, 2017

## QIAGEN Instrument Service Specifications

QIAGEN Instrument Service is a professional service offered by QIAGEN for the maintenance and service of QIAGEN automation. QIAGEN personnel are trained to a highly skilled professional level on its instrumentation hardware and software as outlined by QIAGEN specification.

- QIAGEN Field Service is the only organization certified by QIAGEN to Repair, Qualify, Calibrate, Upgrade, Maintain and Move QIAGEN instrumentation.
  - Attempts to perform any Repairs, Calibration, Preventive Maintenances or Moves by organizations or individuals other than QIAGEN Field Service or those directed by QIAGEN Field Service, immediately and irrevocably void any QIAGEN Warranties or QIAGEN Support Agreements.
  - QIAGEN manufactures, calibrates, certifies and stocks all parts necessary for the Repair, Calibration and Maintenance of QIAGEN instrumentation. The specifically developed parts and as such are not available from any other source or vendor.
  - This standard operating service approach and supportive traceable documentation are guided by ISO 9001 certified quality management systems.
  - Limitations as specified in QIAGEN's Instrument Warranty Policy include:

The limited warranty does not extend to any Product or part thereof that:

- (a) Has been subjected to misuse, neglect, accident, fire, flood or other abnormal conditions,
  - (b) Has been produced, modified or repaired by anyone other than QIAGEN,
  - (c) Has been damaged in the course of being moved by anyone other than QIAGEN,
- Or
- (d) Has not been used and maintained in accordance with the instructions contained in the Product operator's manual.

Christian Wray

Associate Director, Dispatch and Service Administration

### QIAGEN - Sample to Insight

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