



MAGPIX[®] Maintenance & Support Services

Americas Region (US, Canada, Mexico, Puerto Rico)

xMAP[®] Technology by Luminex Corporation is revolutionizing the life science and diagnostic industries by enabling companies and laboratories to perform bioassays far more quickly and cost-effectively than with other systems, while ensuring optimum accuracy. Luminex offers a multi-tiered maintenance and support program to ensure proper utilization, maintenance, and upkeep on xMAP Instruments. The program is designed to fit the needs of any laboratory, whether in the academic, government, or private sector. Our Maintenance and Support Program extends our services around the world with packages that fit all laboratory needs and budgets.

MAGPIX[®] Maintenance and Service Agreements

Platinum

The Platinum Service Plan is intended for customers who continuously operate the instrument and require proactive service, with the assurance of on-site, one-business day response, and an option to include assay start-up and support.

Gold

The Gold Service Plan is intended for customers who regularly operate the instrument and require proactive service, with the assurance of on-site, two-business day response, and an option to include assay start-up and support.

Standard

The Standard Service Plan is intended for customers looking for service coverage while staying within budgetary constraints.



Instrument Only Packages

Features	Platinum	Gold	Standard
Emergency assistance (unlimited visits)	✓	✓	✓
Preventative Maintenance visit <i>Additional PM visits can be purchased with a Service Agreement</i>	Two per year	One per year	—
Emergency repair costs <i>Includes travel and labor</i>	✓	✓	✓
Emergency repair parts included	✓	✓	✓
Priority scheduling for service requests	✓	✓	✓
Periodic software updates and modifications	✓	✓	✓
Telephone and online support 24 x 7	✓	✓	✓
On-site response time (business days), if required	1	2	2
MAGPIX® part numbers	SLA-MAGPIX-PLAT-PM	SLA-MAGPIX-GOLD-PM	SLA-MAGPIX-STANDARD
MAGPIX® plan price	\$8,857	\$6,307	\$4,684

Prices listed are in USD and are for a one-year term. Discounts are available for multi-instrument agreements.

Maintenance and Support Packages are not available in all locations. To inquire about availability in your location, please contact Service Sales at ServiceSales@LuminexCorp.com.

Service Plan pricing assumes the customer has maintained continuous coverage. Standard Luminex policy requires instruments with a lapse in service coverage to be recertified prior to beginning a new service agreement.

The recertification fee of **\$1,350** includes travel and three hours of labor. Additional hours of labor and/or parts used during the recertification will result in additional charges.

Validation Services

Description	RUO Part No.	Price (USD)
MAGPIX® IQ/OQ with Installation	VP-MAGPIX-XPON-IQOQ	Contact servicesales@luminexcorp.com
MAGPIX® Yearly OQ	VP-MAGPIX-XPON-OQ	Contact servicesales@luminexcorp.com

Luminex
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SS297521.2024.1223