

## Maintenance & Field Support Services

Americas Region

### Luminex Continues to Revolutionize Molecular Diagnostics with ARIES® Systems: The New Way to Work

ARIES® Systems are powerful and intuitive sample to answer solutions that provide control of the testing process from sample accessioning to results reporting.

Luminex's ARIES® Maintenance and Support Program provides service around the world with packages that fit all laboratory needs and budgets.

#### ARIES® Maintenance and Service Agreements\*

##### Diamond

The Diamond service plan is intended for customers who continuously operate the instrument and require proactive service, with the assurance of on-site 1-day response with weekend and holiday coverage, and an option to include assay start-up and support.

##### Platinum

The Platinum service plan is intended for customers who continuously operate the instrument and require proactive service, with assurance of on-site 1-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 2-business day response, and an option to include assay start-up and support.



## Instrument Only Packages\*

Features	Diamond	Platinum	Gold
Unlimited visits for emergency repair	✓	✓	✓
One preventative maintenance visit	✓	✓	✓
All costs associated with emergency repair <i>Includes travel, parts, and labor</i>	✓	✓	✓
Priority scheduling for service requests	✓	✓	✓
Product updates and modifications	✓	✓	✓
Unlimited 24x7x365 remote support	✓	✓	✓
On-site 2-business day response time, if required <i>Weekend and holiday coverage not included</i>			✓
On-site 1-business day response time, if required <i>Weekend and holiday coverage not included</i>		✓	
On-site 1 day response time, if required <i>Includes weekend and holiday coverage</i>	✓		
<b>ARIES® System Plan Price</b>	<b>\$15,300</b>	<b>\$9,950</b>	<b>\$7,900</b>
<b>ARIES® M1 System Plan Price</b>	<b>\$9,500</b>	<b>\$5,700</b>	<b>\$4,500</b>

\*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](mailto:servicesales@luminexcorp.com)

All prices are in USD.

Standard Luminex policy requires instruments, with a lapse in service coverage, be recertified prior to engaging a new service agreement. The recertification fee of \$1,195 includes travel and three hours labor. If repairs are needed as a result of the recertification, those parts will be extra and discussed with you at the time of service.

**Luminex®**  
complexity simplified.

**[orders@luminexcorp.com](mailto:orders@luminexcorp.com) or [support@luminexcorp.com](mailto:support@luminexcorp.com)**

For In Vitro Diagnostic Use. Products are region specific and may not be approved in some countries/regions. Please contact Luminex at [support@luminexcorp.com](mailto:support@luminexcorp.com) to obtain the appropriate product information for your country of residence. Validation of the LIS compatibility must be performed by the end user.

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