



MAGPIX[®] Maintenance & Support Services

European Region

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.

Bronze

The Bronze Service Plan is intended for customers that may not be using the instrument regularly or have budgetary constraints.



Instrument Only Packages

Features	Platinum	Gold	Standard	Bronze
Emergency assistance (unlimited visits)	✓	✓	✓	—
Preventative Maintenance visit	Two per year	One per year	—	One per year
Emergency repair costs <i>Includes travel and labor</i>	✓	✓	✓	—
Emergency repair parts included	✓	✓	✓	Part discount only (20%)
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	SLA-MAGPIX-BRONZE
MAGPIX® plan price	£7,098	£4,575	£3,342	£1,681

Prices listed above are in GBP and are for a one-year term. Discounts are available for multi-year and/or 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 **£893** includes travel and three hours of labor. Additional hours of labor and/or parts used during the recertification may result in additional charges.

Validation Services

Description	RUO Part No.	Price (GBP)
MAGPIX® IQ/OQ with Installation	VP-MAGPIX-XPON-IQOQ	£4,807
MAGPIX® Yearly OQ	VP-MAGPIX-XPON-OQ	£3,853

Luminex
A DiaSorin Company

orders@luminexcorp.com or support@luminexcorp.com

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luminexcorp.com/eu/magpix

HEADQUARTERS

UNITED STATES

+1 512 219 8020

info@luminexcorp.com

EUROPE

+31 73 800 1900

europe@luminexcorp.com

CANADA

+1 416 593 4323

info@luminexcorp.com

CHINA

+86 21 8036 9888

infocn@luminexcorp.com

JAPAN

+81 3 5545 7440

infojp@luminexcorp.com

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