

ARIES® Maintenance & Support Services

European Region

Luminex offers a multi-tiered maintenance and support program to ensure proper utilization, maintenance, and upkeep on ARIES® Systems. The program is designed to fit the needs of any laboratory, whether in the academic, government, or private sector.

Our ARIES® Maintenance and Support Program extends our services around the world, with packages that fit all laboratory needs and budgets.

ARIES® 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.



Instrument Only Packages

Features	Platinum	Gold
Emergency assistance (unlimited visits)	✓	✓
One Preventative Maintenance visit	✓	✓
Emergency repair costs <i>Includes travel, parts, and labor</i>	✓	✓
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
ARIES® part number	SLA-ARIES-PLATINUM	SLA-ARIES-GOLD
ARIES® M1 part number	SLA-M1-PLATINUM	SLA-M1-GOLD
ARIES® plan price	£7,360	£5,852
ARIES® M1 plan price	£4,610	£3,640

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 engaging a new service agreement.

The recertification fee of £865 includes travel and three hours of labor. Additional hours of labor and/or parts used during the recertification will result in additional charges.

Luminex
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orders@luminexcorp.com or support@luminexcorp.com

Validation of the LIS compatibility must be performed by the end user.

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luminexcorp.com/ARIES

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

info@luminexcorp.com

JAPAN

+81 3 5545 7440

infojp@luminexcorp.com

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