

Illumina Product Support Services

# Service Descriptions

SLA Documentation



## **Illumina Product Support Services Plans**

### Service Descriptions

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## 1. Overview

### 1.1. Illumina Product Support Services

This document provides descriptions of Illumina's Product Support Service Plans. For more detailed information on Illumina Product Support Service Plans, go to [Illumina Product Services](#).

### 1.2. Services Summary

Illumina Product Support Services provides access to a team of experts and a range of technical resources for the supported instrumentation. By combining these Illumina resources with the Customer's entitlements to technical support, Illumina delivers support and co-ordinates maintenance and support activities needed to troubleshoot and address issues.

	Base Warranty	Bronze	Silver	Gold
Term	12 months	12 months	12 months	12 months
Replacement Parts	Y	Y	Y	Y
Labor & Travel	Y	Y	Y	Y
Phone Support	5 x 8	5 x 8	5 x 18	5 x 24
Replacement Reagents for Instrument Failure	Y	N	Y	Y
Targeted Onsite Response (Business Days)	5	3	2	NBD*
Preventative Maintenance Included	N	N	1	1
Qualification: OQ Add-On	N	N	N	Y
Control HW/SW Updates	Y	Y	Y	Y
HW & SW Upgrades	N	N	N	N
Application Support on Illumina Library	Y	Y	Y	Y
Application Support on non-Illumina Library	N	N	N	N
Library Prep Training	Discounts Available			
Ancillary Equipment Support	N	N	N	N
Remote Support Monitoring Available (Proactive)	Y	Y	Y	Y

\* Next Business Day

### 1.3. Illumina Branded Service

Illumina Product Support Services is an Illumina Branded Service and applies exclusively to Illumina branded instrumentation. This document provides descriptions of Illumina's Product Support Service Plans applicable to customers purchasing services directly from Illumina. For more detailed information on Illumina Product Support Service Plans, go to the Illumina Product Services website located at <https://www.illumina.com/services/instrument-services-training/product-support-services.html>.

## 2. Illumina Standard Warranty

An Illumina standard instrument warranty is provided with new instrument purchases and entitles the customer to the following:

- 2.1 **Term:** Illumina standard warranty is provided for a twelve (12) month period after instrument shipment date, unless the hardware includes seller provided installation in which case the warranty period begins on the date of installation or 30 days after the date the hardware was delivered, whichever occurs first.
- 2.2 **Technical Support:** Illumina Technical Support access eight (8) hours per day, five (5) days per week (standard business week) to assist by telephone, web case submission and online tools.  

All requests for service must be made through Illumina's Technical Support organization ("Technical Support").
- 2.3 **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.
- 2.4 **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.
- 2.5 **Onsite Response:** Five (5) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.
- 2.6 **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.

2.7 **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.

### 3. **Illumina Product Support Service Plans**

A Product Support Service Plan covers its associated instrument and is purchased for a minimum of twelve (12) month duration. For each instrument, any of the following Service and Support tiers may be available for purchase:

#### 3.1. **Bronze**

Illumina Product Support Services in the Bronze tier entitles customer to the following:

3.1.1. **Term:** Product Support Service Bronze plans are purchased for a minimum of a twelve (12) month term.

3.1.2. **Technical Support:** Illumina Technical Support access eight (8) hours per day, five (5) days per week (standard business week) to assist by telephone, web case submission and online tools.

All requests for service must be made through Illumina's Technical Support organization ("Technical Support")

3.1.3. **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.

3.1.4. **Onsite Response:** Three (3) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.

3.1.5. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.

3.1.6. **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.

#### 3.2. **Silver**

Illumina Product Service and Support in the Silver tier entitles customer to the following:

- 3.2.1. **Term:** Product Support Service Silver plans are purchased for a minimum of a twelve (12) month term.
- 3.2.2. **Technical Support:** Illumina Technical Support access eighteen (18) hours per day, five (5) days per week (standard business week) to assist by telephone, web case submission and online tools.  
All requests for service must be made through Illumina's Technical Support organization ("Technical Support")
- 3.2.3. **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.
- 3.2.4. **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.
- 3.2.5. **Onsite Response:** Two (2) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.
- 3.2.6. **Preventative Maintenance:** Illumina to provide annual Preventative Maintenance service to include labor, travel and replacement of all parts included in the PM Kit; component inspections; subsystem maintenance; system requalification; and a PM Certification document.  
Annual Preventative Maintenance visits are only included with service contract that has been purchased for one entire calendar year (i.e. 365 days). In the event that a service contract is purchased for less than a calendar year, a Preventative Maintenance visit will have to be purchased separately if needed.
- 3.2.7. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.
- 3.2.8. **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.  
Silver support cases are prioritized over those associated with the Bronze tier.

### 3.3. Gold

Illumina Product Service and Support in the Gold tier entitles customer to the following:

- 3.3.1. **Term:** Product Support Service Gold plans are purchased for a minimum of a twelve (12) month term.
- 3.3.2. **Technical Support:** Illumina Technical Support access twenty-four (24) hours per day, five (5) days per week to assist by telephone, web case submission and online tools.  
All requests for service must be made through Illumina's Technical Support organization ("Technical Support")
- 3.3.3. **Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.
- 3.3.4. **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.
- 3.3.5. **Onsite Response:** Next Business Day (NBD) Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.
- 3.3.6. **Preventative Maintenance:** Illumina to provide annual Preventative Maintenance service to include labor, travel and replacement of all parts included in the PM Kit; component inspections; subsystem maintenance; system requalification; and a PM Certification document.  
Annual Preventative Maintenance visits are only included with service contract that has been purchased for one entire calendar year (i.e. 365 days). In the event that a service contract is purchased for less than a calendar year, a Preventative Maintenance visit will have to be purchased separately if needed.
- 3.3.7. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.
- 3.3.8. **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.

**3.3.9. Operational Qualification (OQ) Add-On:** For the duration of the service contract Illumina shall perform an Operational Qualification after a Preventative Maintenance (PM) or a Qualified Repair. Examples of Qualified Repairs include but are not limited to:

- Chiller operation, inspection and maintenance
- Air Filter inspections, Vacuum System inspection and maintenance
- Imaging Module inspection and maintenance
- Laser power monitoring and camera alignment
- Flow Cell Center Line Test
- Fluidics Module Requalification including pump and valve operations
- Lane-to-Lane Variability Test
- PC Functional Test

Gold support cases are prioritized over those associated with the Silver and Bronze tiers.

### **3.4. Dedicated On-Site**

**Illumina Product Service and Support in the Dedicated On-Site tier entitles customer to the following:**

**3.4.1. Term:** Product Support Service Dedicated Onsite plans are purchased for a minimum of a twenty-four (24) month term, 3-month lead time from PO receipt required.

**3.4.2. Technical Support:** Illumina Technical Support access twenty-four (24) hours per day, five (5) days per week to assist by telephone, web case submission and online tools.

All requests for service must be made through Illumina's Technical Support organization ("Technical Support").

**3.4.3. Parts/Labor/Travel:** Illumina will provide parts, labor and travel necessary to repair Covered Hardware reported by Purchaser and deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Limited to only repair or replacement of Illumina-branded parts originally provided by Illumina to Purchaser.

Requires Parts-Only plans for all covered instruments per site.

**3.4.4. Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.



- 3.4.5. **Onsite Response:** Immediate Business Day Onsite response Monday through Friday, 8am-5pm local time. Response provided by dedicated full-time onsite Field Service Engineer.
- 3.4.6. **Preventative Maintenance:** Illumina to provide annual Preventative Maintenance service to include labor, travel and replacement of all parts included in the PM Kit; component inspections; subsystem maintenance; system requalification; and a PM Certification document.
- Annual Preventative Maintenance visits are only included with service contract that has been purchased for one entire calendar year (i.e. 365 days). In the event that a service contract is purchased for less than a calendar year, a Preventative Maintenance visit will have to be purchased separately if needed.
- 3.4.7. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.
- 3.4.8. **Applications Support:** Illumina to provide onsite Field Application Scientist (FAS) support to troubleshoot and repair Illumina applications.

## 4. Advanced Exchange

Available only on select Illumina instrumentation and in select geographies as determined by Illumina. Illumina Product Service and Support in the Advance Exchange tier entitles customer to the following:

- 4.1.1. **Term:** Product Support Service Advance Exchange plans are purchased for a minimum of a twelve (12) month term.
- 4.1.2. **Technical Support:** Illumina Technical Support access eight (8) hours per day, five (5) days per week (standard business week) to assist by telephone, web case submission and online tools.
- All requests for service must be made through Illumina's Technical Support organization ("Technical Support")
- 4.1.3. **Advanced Exchange:** Illumina will provide refurbished instrument to replace Covered Hardware deemed inoperable by Illumina's Technical Support personnel based on its professional judgement. Replacement unit is permanent, defective instrument will not be returned to the customer.
- 4.1.4. **Reagent Replacement:** Illumina will provide the reagents necessary to replace Illumina-branded reagents in the event of lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical Support personnel based on its professional judgement. Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.

- 4.1.5. **Hardware and Software Updates:** Illumina shall use commercially reasonable efforts to provide all Software and Hardware updates in accordance with the terms of the Service Contract as such materials become commercially available for distribution.
- 4.1.6. **Applications Support:** Illumina to provide access to FAS remote support to troubleshoot and repair Illumina applications.

## 5. Appendix

### 5.1. Optional Service Offers

Optional supplemental service products that may be purchased in conjunction with a Product Support Services Bronze, Silver, or Gold plan. Add-Ons are not available as a stand-alone product. Add-Ons must be purchased simultaneously with and run concurrently with Product Support Services Bronze, Silver, or Gold plans.

#### 5.1.1. Reagent Replacement Add-On

Illumina Product Service and Support Reagent Replacement Add-On entitles customer to reagent replacement of Illumina-branded reagents in the event of a lost run due to the hardware failure of an Illumina instrument, as determined by Illumina's Technical support personnel based on its professional judgement for the duration of the existing Illumina Product Support Service Plan. Available with Bronze service plans only.

Exclusions: third party reagents, lost samples, or reimbursement of costs associated with the hardware failure, including costs related to lost samples.

5.1.1.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

#### 5.1.2. Operational Qualification (OQ) Add-On

Illumina shall perform an Operational Qualification after a Preventative Maintenance (PM) or a Qualified Repair. Examples of Qualified Repairs include but are not limited to:

- Chiller operation, inspection and maintenance
- Air Filter inspections, Vacuum System inspection and maintenance
- Imaging Module inspection and maintenance
- Laser power monitoring and camera alignment
- Flow Cell Center Line Test
- Fluidics Module Requalification including pump and valve operations
- Lane-to-Lane Variability Test
- PC Functional Test

5.1.2.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

### 5.1.3. One (1) Day Response Add-On

Illumina Product Support Services One (1) Day Response Add-On entitles the customer to a one (1)-Day Response for the duration of the existing Illumina Product Support Services contract.

5.1.3.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

5.1.3.2. **Onsite Response:** Next Business Day (NBD) Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time.

### 5.1.4. Two (2) Day Response Add-On

Illumina Product Support Services Two (2) Day Response Add-On entitles the customer to a two (2)-Day Response for the duration of the existing Illumina Product Support Services contract.

5.1.4.1. **Term:** Product Support Service Add-On plans are purchased for a minimum of a twelve (12) month term.

### 5.1.4.2. Onsite Response

Two (2) Business Day Onsite response, by 5:00 p.m. local time, upon determination by Illumina's Technical Support personnel that onsite Service is required and Field Service Engineer (FSE) Dispatch notification has occurred. Dispatch notification must occur by 3:00 p.m. local time