

Maintenance & Field Support Services

European 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*

Platinum

The Platinum service plan is intended for customers who continuously operate the instruments 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 instruments 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	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 1-business day response time, if required <i>Weekend and holiday coverage not included</i>	✓	
On-site 2-business day response time, if required <i>Weekend and holiday coverage not included</i>		✓
ARIES® System Plan Price	€ 9.220 £ 7.780 \$ 10.510	€ 7.320 £ 6.180 \$ 8.340
ARIES® M1 System Plan Price	€ 5.000 £ 4.230 \$ 5.700	€ 3.950 £ 3.340 \$ 4.500

*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

Standard Luminex policy requires instruments, with a lapse in service coverage, be recertified prior to engaging a new service agreement. The recertification fee of € 825 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 or 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 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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