

Verogen Warranties, Support Plans, and Services

Introduction: Verogen offers a range of support plans and individual services to provide simple and cost-effective options for protecting the MiSeq FGx® Sequencing System and the ForenSeq® Universal Analysis Software and Server, while maximizing uptime for seamless, productive operations.

Verogen MiSeq FGx Manufacturer Warranty

All MiSeq FGx Systems have a one-year **Verogen MiSeq FGx Manufacturer Warranty** that includes full coverage for parts, labor, and travel; remote technical support; one onsite applications training; and all hardware and software updates with an average onsite response time of five business days. The warranty does not include preventative maintenance (PM) or sequencing reagent compensation if the instrument fails during a run.

For laboratories that require a more comprehensive warranty, the **Verogen MiSeq FGx Manufacturer Warranty PLUS** includes faster response times and sequencing reagent compensation for losses due to instrument failure within the first year after purchase.¹ The Verogen MiSeq FGx Manufacturer Warranty PLUS must be purchased with the instrument. Consult your Verogen representative for more information about the Verogen MiSeq FGx Manufacturer Warranty PLUS.

Verogen MiSeq FGx Extended Support Plans

Two extended support plans are available to protect the MiSeq FGx System beyond the first year.

- The **Verogen MiSeq FGx Extended Support Plan** includes all benefits provided with the Verogen MiSeq FGx Manufacturer's Warranty.
- For laboratories that require a higher level of coverage, the **Verogen MiSeq FGx Extended Support Plan PLUS** includes faster response times, sequencing reagent compensation for losses due to instrument failure, and one PM per year.

Extended support plans are available in one-year increments, and multi-year plans can be purchased with the instrument for additional savings.



Verogen Data Analysis Server Support Plan

Manufacturer's Warranty coverage for the ForenSeq Universal Analysis Server is provided for the first year after purchase. This includes full coverage for installation, parts, labor and travel; email and telephone support during regular business hours; 5-business day average onsite response time; onsite applications support and all hardware/software updates including new analysis modules. No upgrade is available for the **Data Analysis Server Manufacturer's Warranty** but a 3-day business response time and reagent compensation in the event of server failure will be provided if the associated MiSeq FGx is covered by **Verogen MiSeq FGx Manufacturer's Warranty PLUS**.

For subsequent years, two extended support plans are available:

- The **Verogen Server Support Plan PLUS** includes all the benefits of the server Manufacturer's Warranty including continued automatic access to all new analysis modules developed to support future ForenSeq workflows. This plan is recommended for the sole or primary server (in the case of multiple servers) in the laboratory and is only available for servers which are up to date with all current ForenSeq analysis modules.

- The **Verogen Server Support Plan** covers repair and maintenance but does not include software updates. This plan is recommended for additional servers in laboratories with multiple MiSeq FGx systems where the primary server is covered by the Verogen Server Support Plan PLUS.

The Verogen Data Analysis Server Support Plans can be purchased separately or bundled with either of the Verogen MiSeq FGx Extended Support Plans.

Selected Additional Services

For laboratories that do not need a full support plan or that require recertification for lapsed coverage, a range of standalone field services are available for purchase.

- **MiSeq FGx Preventative Maintenance (PM).** Includes a full instrument PM and a system check. Ensures that the instrument is maintained at peak efficiency and complies with operating specifications while reducing the risk of unplanned down time.

If the MiSeq FGx System is not covered by a valid support plan, parts and labor for service repair indicated by the PM are billed separately. If the instrument is out of warranty, a PM is required for new support plan authorization.

- **Relocation.** Includes a range of relocation services through a partnership with third-party shipping companies that move the MiSeq FGx System from local to remote distances.

Verogen personnel prepare the instrument for shipment and reinstall it to ensure that the system performs to specifications in the new location. Add-on services following relocation (for example, PM) are also available.

- **Installation, Operational, and Performance Qualification.** Documented testing to confirm that all components are present and installed correctly, and that the instrument performs in accordance with all specifications. Add-on services are available at the time of instrument installation or during any service visit.
- **ForenSeq Data Analysis Server Recertification.** If coverage has lapsed, a system evaluation is required for new support plan authorization. Repair parts and labor are not included.

Ordering information

Product	Part #
MiSeq FGx Manufacturer Warranty PLUS Upgrade	V16000101
Verogen MiSeq FGx Extended Support Plan	V16000097
Verogen MiSeq FGx Extended Support Plan PLUS	V16000098
Verogen MiSeq FGx Data Analysis Server Support Plan PLUS	V16000169
Verogen MiSeq FGx Data Analysis Server Support Plan PLUS	15061943
Verogen Data Analysis Server Support Plan PLUS Upgrade	V16000181

For more information on any of Verogen’s service and warranty options, please contact your Verogen representative or visit <https://verogen.com/services/>

1 MiSeq FGx Reagents are provided as compensation for losses due to instrument failure.