

# Verogen Warranties, Support Plans, and Services

Simple support plans provide cost-effective protection.

## 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 Platform 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 incremental hardware and software updates with an average onsite response time of five business days.<sup>1</sup> 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.<sup>2</sup> 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 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.<sup>2</sup>

Extended support plans are available in increments of one year. For additional savings, multi-year plans can be purchased with the instrument. Consult your Verogen representative or visit [verogen.com/services/support](http://verogen.com/services/support) for more information.

## Verogen Data Analysis Server Support Plan

Coverage for the ForenSeq Universal Analysis Server is included for the first year after purchase. For subsequent years, a Verogen Data Analysis Server Support Plan can be purchased separately or bundled with either of the Verogen MiSeq FGx Extended Support Plans. The Verogen Data Analysis Server Support Plan includes full coverage for parts, labor, and travel, or replacement and depot repair if necessary; remote technical support; and incremental hardware and software updates.<sup>1</sup> Consult your Verogen representative for more information about bundling the Verogen Data Analysis Server Support Plan with a Verogen MiSeq FGx Extended Support Plan.

## 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. For additional information, contact your Verogen representative.

**Table 1: Additional Services**

Field Service	Description of Service
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.

<sup>1</sup> Applies to MiSeq FGx System software updates and bug fixes only. If the ForenSeq Universal Analysis Server is under warranty, incremental updates to the ForenSeq Universal Analysis Software are free of charge. Major analysis software releases and upgrades to support new products can be purchased.

<sup>2</sup> Only MiSeq FGx Reagents are provided as compensation for losses due to instrument failure.

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Pub. No. VD2020012 Current as of July 2020

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