

Eco™ Real-Time PCR System Service Contract Options

A comprehensive 12-month warranty is provided with every Eco Real-Time PCR System purchase along with a guarantee of proper calibration. After your first year, Illumina offers two options to extend your coverage. The table below provides an overview of the available options. For more information, or to purchase a service contract, please contact Illumina Inside Sales at InsideSales@illumina.com or 1.800.809.4566 (toll free), U.S. only. **Note: These service contract options are for U.S. customers only. If you are outside the U.S., contact your local distributor for warranty options.**

Eco System Service Contract

(1-year) Catalog no. SV-700-2001

(2-year) Catalog no. SV-700-2002

(3-year) Catalog no. SV-700-2003

Eco System Calibration Plan

(1-year) Catalog no. SV-701-2001

(2-year) Catalog no. SV-701-2002

(3-year) Catalog no. SV-701-2003

Full coverage of replacement parts	Decontamination and cleaning
Unlimited 5 x 24 email support ¹	Electrical safety check
Unlimited 5 x 18 phone support ²	Electronic diagnostics
Service is provided at manufacture site; average service time is 5 business days	Thermal calibration to NIST traceable standard for sample block and heated lid
Loaner instrument available for longer service times	Thermal uniformity check
All software/hardware updates	Optical alignment
Access to online training materials	Optical power check
Discounts on optional advanced training programs	Optical calibration
	Optional software/hardware updates

¹Monday 8:00 a.m. Singapore Time Zone–Friday 5:00 p.m. U.S. Pacific Time Zone

²Monday–Friday, 8:00 a.m. London Time Zone–5:00 p.m. U.S. Pacific Time Zone