Instrument services and customer training

Comprehensive support designed
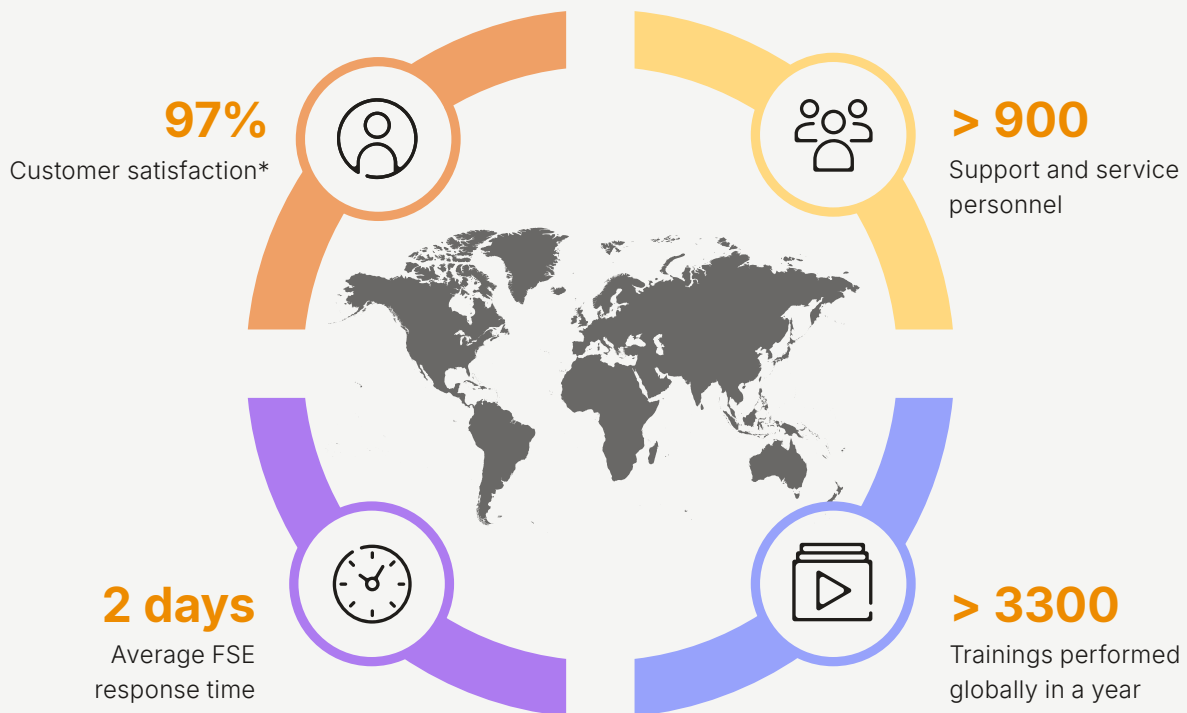to help accelerate your research

Illumina genomics services

Next-generation sequencing (NGS) is the technology of choice for clinicians and researchers looking to generate large amounts of data rapidly and cost effectively. Armed with proven NGS technologies, the Illumina network of scientific experts can help accelerate discovery with tailored services to meet specific laboratory needs.

Although the switch to NGS presents new and exciting possibilities, it can be challenging. Questions frequently arise in the start-up, scale-up, sustaining, or compliance phases. Illumina offers a comprehensive menu of solutions to help ease any challenges, whether you're experienced with NGS or just getting started.

Trusted, customer-centered services and support

Illumina has invested billions to build the largest, most reliable genomics infrastructure globally, serving more than 9100 customers across 150 countries. In addition to this global reach, Illumina provides extensive local support coverage for fast response times. Our highly rated support and training solutions are designed to maximize performance, enhance productivity, and assist with regulatory compliance, enabling researchers and clinicians to find the answers they seek.

97%
Customer satisfaction*

> 900
Support and service personnel

2 days
Average FSE response time

> 3300
Trainings performed globally in a year

9 out of 10 customers find it easy to do business with the Illumina team*

*Based on transactional surveys from tech support, service, and field applications.

Illumina instrument service plans

Protect your investment by leveraging Illumina genomic scientists, bioinformaticians, engineers, and technical experts to ensure that your instrument is running optimally. Illumina instrument service plans help optimize productivity and minimize interruptions with reliable instrument maintenance. Many labs appreciate both the additional peace of mind and the fast, on-site service offered with no hidden fees or extra costs.

A standard 1-year base warranty is included with every new Illumina instrument purchase. Installation and training on the instrument is included with most instrument purchases. Illumina offers several tiered service plans to upgrade the base warranty to an enhanced service level or extend service coverage beyond the 1-year warranty.

Bronze
Affordable protection against potentially costly repairs; best suited for budget-sensitive customers.

- Three business days on-site response time target
- Hardware and software updates
- Application support
- 5 × 8 phone and email access to technical support (Monday to Friday, 8 hours per day)

Silver
Most popular full-service plan, balancing performance, productivity, and cost.

- Two business days on-site response time target
- Reagent replacement due to instrument failure
- One annual preventative maintenance
- 5 × 18 phone and email access to technical support (Monday to Friday, 18 hours per day)

Gold
Maximizes performance and helps ensure compliance to regulatory and quality guidelines.

- Next business day on-site response time target
- One operational qualification (OQ) at preventative maintenance visit and after a qualified repair
- 5 × 24 phone and email access to technical support (Monday to Friday, 24 hours per day)

	Bronze	Silver[a]	Gold[a]
Term	1 year	1 year	1 year
Replacement parts	Yes	Yes	Yes
Replacement reagents for instrument failure	No	Yes	Yes
Labor[b]	Yes	Yes	Yes
Phone support[c]	5 × 8	5 × 18	5 × 24
Targeted onsite response time (business days)	3	2	Next business day
Preventive maintenance	No	1	1
Qualifications: OQ Add-on	No	No	Yes[d]
Control software/hardware updates	Yes	Yes	Yes
Applications support[e]	Yes	Yes	Yes
Advanced applications training	Discounts available	Discounts available	Discounts available

Ancillary equipment support, hardware and software upgrades, and support for third-party library preparation kits are not included in the service contract offers.
a. Select geographies only.
b. Standard onsite support hours:
- Americas: Monday to Friday (excluding national holidays) 8:00 am to 5:00 pm
- Asia, Pacific: Monday to Friday (excluding national holidays) 9:00 am to 5:30 pm
- Europe, Middle East, and Africa: Monday to Friday (excluding national holidays) 9:00 am to 5:30 pm
- Note: support performed outside of standard hours or offsite can incur overtime charges.
c. 5 × 18 phone support is Monday 8:00 am Singapore Time Zone—Friday 5:00 pm US Pacific Time Zone. Phone support is English only outside of standard business hours.
d. OQ at PM and qualified repair visits.
e. Includes onsite troubleshooting and repair.
PO, purchase order; NBD, next business day; OQ, operational qualifications; PM, preventive maintenance.

Instrument qualification services

At Illumina, we understand the changing regulatory landscape and strive to provide solutions to help our customers comply with standards and regulations. It is important for laboratories to maintain compliance by adopting well-documented qualification protocols for their Illumina instruments. Illumina qualification services make sure that each Illumina instrument is tested, validated, and operating according to specifications.

Our Installation, Operational, and Performance Qualification (IQ/OQ/PQ) Services have been developed after conducting rigorous experiments for each Illumina instrument. These procedures involved testing and validation of each critical component, setting cut-off metrics, and verifying these metrics to confirm operation and performance in accordance with Illumina specifications. Certified engineers perform IQ, OQ, and PQ services on-site and deliver a signed, audit-ready report for internal and external review.

Learn more

Qualification service	Service description	Qualification recommended intervals	Event-specific service
Installation Qualification (IQ)	Provides documented verification that the instrument is installed according to our specifications and safety regulations. During the IQ, a trained engineer confirms that the latest supported firmware and software versions were installed, verifies instrument setup and accessory logistics, checks that physical and environmental safety conditions are met, and provides a signed, audit-ready, digital document.	• During initial installation • After relocation and reinstallation	• Before first-time use • After general changes to lab environment (eg remodeling, construction, electrical disruptions)
Operational Qualification (OQ)	Follows a comprehensive, well-defined protocol to make sure that the system is functioning according to our preset and validated operational specifications. The OQ protocol was developed and validated in Illumina labs and is updated after each instrument hardware and software release, so you receive the most up-to-date service. Critical aspects of the OQ include motion, optics, fluidics, and thermal qualifications.	• During initial installation • After reactive service, software upgrade, or preventive maintenance • Periodically, according to lab standard operation procedure	• With and IQ to test for baseline level of instrument performance • Before starting a major study or experiments
Performance Qualification (PQ)	Follows a comprehensive, well-defined protocol to make sure that the instrument is functioning according to our preset and validated performance specifications. The PQ protocol was developed and validated in Illumina labs and is updated after each instrument hardware and software release, so you receive the most up-to-date service. Critical aspects of the PQ include a PhiX data run (including projected yield total), data quality, and any additional comments.	• After any qualified major repair	• After maintenance, replacement, or upgrade of selected modules

Customer training

Elevate your expertise and stay ahead in the rapidly evolving field of genomics with personalized training from Illumina certified instructors.

Explore our comprehensive range of instructor-led courses tailored to your specific needs:

- **Library preparation:** Master the intricacies of library preparation techniques and streamline the adoption of new library prep solutions, reducing implementation time
- **Sequencing instrument training:** Improve quality, efficiency, and workflow optimization through training staff on sequencing instruments
- **Analysis courses:** Explore the power of data with our specialized courses focused on analyzing sequencing data effectively

Collaborate with Illumina experts and get hands-on NGS training in your lab or opt for immersive sessions at an Illumina Solutions Center. Instructor-led training enables labs to customize and integrate essential insights into workflows.

Customer site training

Many labs appreciate the flexibility of hosting instructor-led training at their own lab, facilitating streamlined implementation of key learnings.

Benefits of customer site training include:

- Hands-on training in your lab for up to four participants
- Expert guidance from a certified Illumina trainer
- Custom training to meet your specific needs for a tailored learning experience

Note that customer site course fees do not include the necessary library preparation kits, sequencing reagents, and lab equipment. Before reserving a course, we will make sure that your lab is adequately prepared for the training.

> For a complete list of all instructor-led training courses, contact us
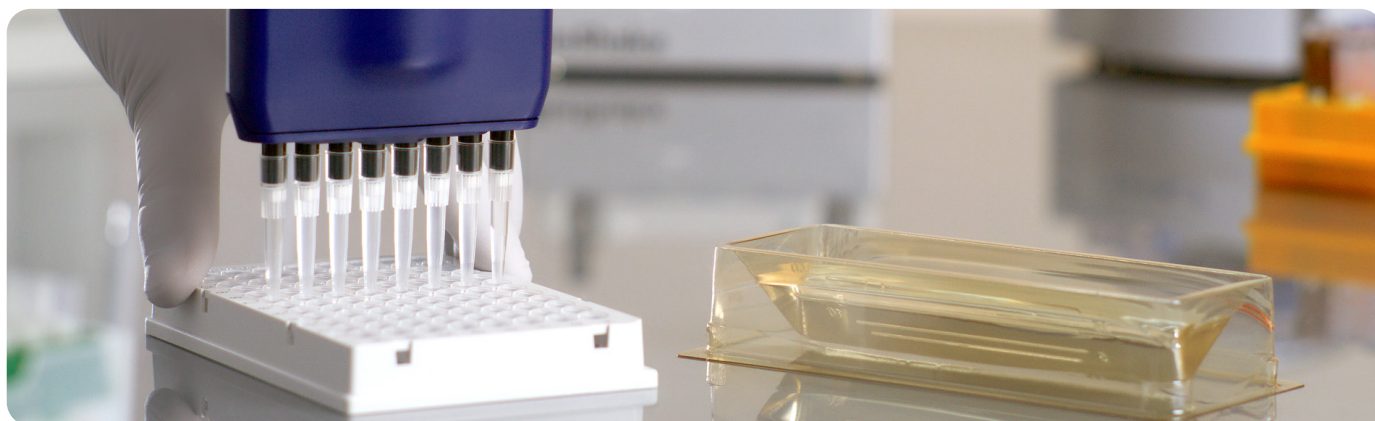
Training at an Illumina Solutions Center

Work with experts at an Illumina Solutions Center for hands-on NGS training and an immersive learning experience. This training is designed for customers who are new to NGS or to a particular NGS workflow and are looking for access to industry experts who can guide them through the capabilities of the technology.

Customers who are just getting started with NGS and setting up their labs can access training at an Illumina Solutions Center to:

- Master best practices for achieving optimal sequencing results
- Receive step-by-step guidance through each stage of the workflow
- Access comprehensive troubleshooting tips to overcome challenges effectively

Illumina Solutions Center labs are fully equipped, and the Cambridge location is ISO 13845:2016–certified.

Illumina Solutions Center training is priced per person with a minimum of four attendees and includes all necessary library prep kits and reagents. Training at our facilities is an ideal option for customers who are located close to our many Illumina Solutions Centers since travel and consumables costs are minimal.

Learn more

Illumina Solutions Center locations

Virtual training

Illumina provides live, expert-led training courses online for customers who are new to NGS.

Instructor-led virtual training courses include:

Intro to NGS: Comprehensive overview of NGS, including experimental design considerations, sample preparation methods, sequencing platforms, and data analysis

Bioinformatics: Training and guidance from bioinformaticians with expertise across various methods and applications and can help address data analysis bottlenecks

Illumina offers a library of online, self-guided training in addition to hands-on, instructor-led training. Online training courses are free, interactive, and available at any time.

Find online training

On-demand services

Select on-demand services are available for support beyond plan coverage or as a pay-as-you-go option:

Relocations: Lockdown, decontamination, and reinstallation following relocation performed by Illumina

Preventive maintenance: Planned maintenance to make sure instruments are running to Illumina specifications and delivering quality results

System health check: Inspection serving as recertification for instrument to be placed back under a service plan after a gap in coverage or relocation

Workflow Design and Evaluation Service: Customized, full-scale, real-world demonstration to help determine the most appropriate solution, how your samples will perform using Illumina protocols, and compare data to your current methods

Billable service repairs (time and material): Onsite repairs for instruments not under contract where customers pay for spare parts, labor, and travel on a billable basis
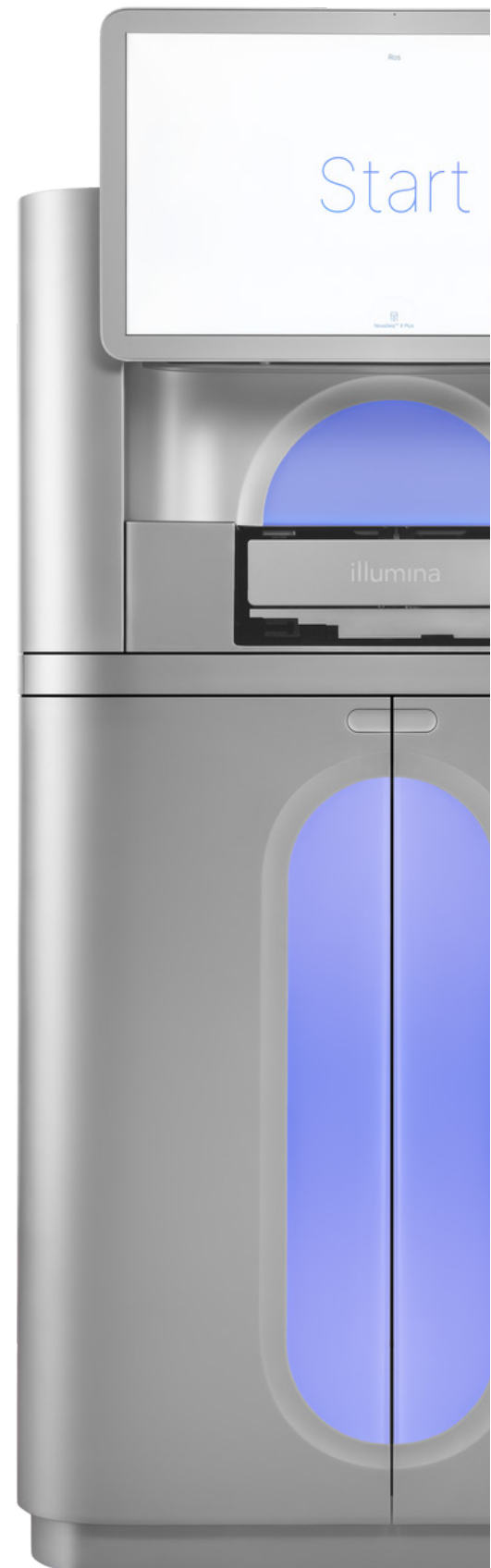
Microarray support and training

Delve into the world of microarray technology with specialized courses designed to enhance your understanding and proficiency. All services available for NGS systems are offered for the iScan™ System, including tiered service contracts, IQ/OQ/PQ services, preventive maintenance, system health checks, and Workflow Design and Evaluation Service. Tailored training on the Infinium™ Assay workflow is also available for customers who are new to Illumina microarray technology.

Contact us
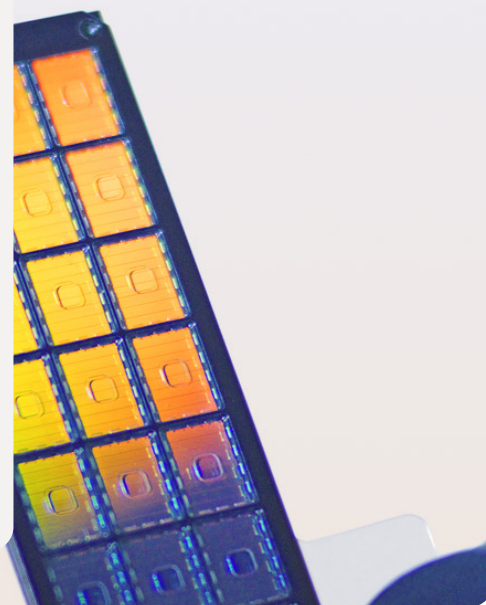
Welcome to a world of support

Illumina solutions, spanning library preparation to sequencing and data analysis, empower researchers and clinicians across the globe to find the answers they seek.

In addition to onsite training, ongoing support, and phone consults, Illumina offers webinars and in-person courses at various Illumina locations. Your partners at Illumina are here with all the resources that you need to help you discover answers faster and more efficiently.

Learn more

Illumina services and training	Online training	Contact us

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