

# We take care of instrument Qualification Services.

So you can dedicate your time to science.

Illumina provides a complete qualification solution that certifies instruments are installed and operating according to manufacturer's specifications to produce quality results. Get maximum productivity from your next-generation sequencing (NGS) equipment and help stay in compliance.

Our Installation Qualification, Operation Qualification, and Performance Qualification (IQ/OQ/PQ) services document and verify that your instrument meets peak performance standards. Regularly scheduled Qualification Services can help you maintain system compliance and uncompromised data quality.

## Recommended compliance guidelines.

Quality system implementation is vital to maintaining effective and efficient lab operations. Proactive planning and integration of a quality process not only mitigates the risk of noncompliance, but it also saves time and reduces costs.

Qualification services	Description	Recommended intervals	Event-specific needs
Installation Qualification (IQ)	<ul style="list-style-type: none"> <li>Documents proof that instruments have been delivered and installed in accordance with Illumina-determined specifications and safety regulations</li> </ul>	<ul style="list-style-type: none"> <li>At initial installation</li> <li>After instrument relocation and subsequent reinstallation</li> </ul>	<ul style="list-style-type: none"> <li>Before first-time use</li> <li>With major system upgrades</li> </ul>
Operational Qualification (OQ)	<ul style="list-style-type: none"> <li>Confirms correct equipment functionality</li> <li>Ensures specifications are examined and quantified based on manufacturing guidelines</li> </ul>	<ul style="list-style-type: none"> <li>After a reactive service, software upgrade, or preventive maintenance</li> <li>Periodically, according to lab standard operating procedures (SOP)</li> </ul>	<ul style="list-style-type: none"> <li>With an IQ to test for baseline level of instrument performance</li> <li>Before starting a major study or experiment to ensure operation at manufacturer's specifications</li> </ul>
Performance Qualification (PQ)	<ul style="list-style-type: none"> <li>Verifies and provides documented proof that the instrument system performance meets manufacturer specifications by running an Illumina-approved sequencing standard</li> </ul>	<ul style="list-style-type: none"> <li>After a reactive service, software upgrade, or preventive maintenance</li> <li>Periodically, according to lab (SOP)</li> </ul>	<ul style="list-style-type: none"> <li>With an OQ, to qualify instrument system performance</li> <li>Before starting a major study or experiment to ensure operation at manufacturer's specifications</li> </ul>

## Rely on our NGS expertise.

- We design and test the instruments, and as your NGS instrument manufacturer, we have the insights and expertise to ensure our installation and operation standards are met.
- Our 500+ trained and certified field service engineers, and application scientists are ready to assist you with complete Qualification Services, so you can dedicate your time to research.
- As operators of a CLIA-certified, CAP-accredited Clinical Sequencing Facility, we have proven expertise in Qualification Services as we routinely perform them on our instruments. We are here to help you maximize your investment and minimize interruptions.

For more information, contact your local account manager.

### Inside Sales

- 800.809.4566 (North America)
- 01799 534332 toll-free (EMEA)
- 858.202.4566 (outside North America)
- [servicecontract@illumina.com](mailto:servicecontract@illumina.com)

### Customer Service

- 800.809.4566 (North America)
- 858.202.4566 (outside North America)
- [customerservice@illumina.com](mailto:customerservice@illumina.com)

### Technical Support

- 800.809.4566 (North America)
- 858.202.4566 (outside North America)
- [techsupport@illumina.com](mailto:techsupport@illumina.com)



[www.illumina.com](http://www.illumina.com)

For Research Use Only. Not for use in diagnostic procedures.

© 2015 Illumina, Inc. All rights reserved. Illumina, and the pumpkin orange color are trademarks of Illumina, Inc. in the US and/or other countries. Pub. No. 070-2015-006 Current as of 09 June 2015

**illumina**<sup>®</sup>