

iSeq™ 100 System Advanced Exchange Service Plan

Protect your instrument investment with extended coverage.

The iSeq 100 System is the smallest, most affordable Illumina sequencing system, delivering fast and efficient low-throughput sequencing for virtually any lab (Figure 1). Designed for simplicity, the iSeq 100 System includes on-instrument guidance for performing system checks. If additional assistance is needed, a one-year warranty, included with instrument purchase, allows for phone support and instrument replacement, if Technical Support cannot resolve the issue. Extending coverage beyond one year with the iSeq 100 System Advanced Exchange Service Plan (Table 1) ensures continued support and minimizes downtime once the original warranty is complete. For an added fee, Illumina training courses, either at your own lab or online, are available to help bring laboratory personnel up to speed quickly.

Table 1: iSeq 100 System Advanced Exchange Service Plan

Warranty item	Coverage
Term	1 year
Instrument Replacement ^a	Yes
Replacement Reagents for Instrument Failure	Yes
Phone Support ^b	5 × 8
Control Software/Hardware Updates	Yes
Advanced Applications Training	Discounts available

a. If Technical Support cannot resolve the issue remotely, a return will be initiated and an order placed for a replacement system. Instrument replacement is not available in all geographies. Check with your Illumina account manager for details.

b. 5 × 8 phone support is Monday–Friday, 8:00 AM–5:00 PM, local time.



Figure 1: iSeq 100 Sequencing System—The iSeq 100 System harnesses the power of NGS in the most affordable, compact benchtop sequencing system in the Illumina portfolio.

Learn More

For more information, contact your Illumina Account Manager or Illumina Inside Sales at 1.800.809.4566 toll-free (North America), +1.858.202.4566 (outside North America), 01799 534332 toll-free (Europe, Middle East, and Africa), or servicecontract@illumina.com.