

AVITI Dx™ Instrument Warranty and Annual Service Plans

Safeguard your investment and ensure peak instrument performance

Introduction

Element Biosciences provides qualified service and support to ensure reliability and maximize performance of your AVITI Dx instrument. Our dedicated and experienced Element team simplifies service and support to minimize disruptions and keep your system operating at peak performance. Our fully staffed team includes field service engineers to support site prep, installation, and system verification, field application scientists to address technical challenges and host scientist-to-scientist conversations, and additional tech support engineers and scientists for rapid phone and email support. AVITI Dx products are not available for sale in the U.S. and are available only in select countries, as confirmed by Element.

All Element Biosciences instrument purchases include a 1-year manufacturer warranty ("Manufacturer Warranty")¹ upon installation. Extend your service and support coverage beyond the Manufacturer Warranty by selecting an Annual Service Plan—Dx Basic or Dx Plus—built specifically for built specifically for the AVITI Dx.

Installation

An Element Biosciences representative will deliver, unpack, and place the AVITI Dx System on the lab bench. Following delivery, our trained field service will perform installation and operational qualification procedures followed by a performance verification sequencing run. Following installation, our engineers will provide an installation checklist to confirm that your instrument meets acceptance criteria and ensuring readiness for customer training.

Preventative Maintenance

During the Manufacturer Warranty, and any active Annual Service Plan, Element engineers will carry out preventative maintenance on your instrument: once per year under Dx Basic, twice per year under Dx Plus. Preventative Maintenance includes testing and recalibration of the system to operational qualification standards, proactive replacement of specific hardware components, and a Preventative Maintenance checklist report to confirm that your instrument meets operational acceptance criteria.



Training

Our experienced Field Applications Scientists will train your users to confidently prepare libraries for sequencing, properly maintain and set up a run on AVITI Dx, and manage data output from the system. We'll discuss required materials and site preparation prior to scheduling training to ensure your lab is fully prepared. Additional training is available by quote upon request, with potential discounts based on your Annual Service Plan level.

Recertification

Element recommends all instruments remain under an Annual Service Plan. Should there be an extended lapse in instrument service coverage, purchase of instrument recertification will be required prior to initiation of a new Annual Service Plan. Recertification confirms the instrument is up to date on preventative maintenance and is performing well.

Peace of mind

Minimize disruptions and keep your system operating at its peak with an Annual Service Plan. By extending your service coverage beyond the Manufacturer Warranty, and stepping up to Dx Plus where uptime and consistent instrument performance matter most, you not only receive peace of mind but also access to expert support that helps optimize instrument performance.

Two Ways to Protect Your Investment

Dx BASIC PLAN

Covers instrument repairs and preventative maintenance, with a 2-day target on-site response

Dx PLUS PLAN

Includes everything in the Dx Basic Plan, plus our fastest response and Install IQ/OQ/PQ included

AVITI Dx annual service plan comparison

Feature	Dx BASIC	Dx PLUS
Manufacturer 1-Year Warranty	Included	
Term of Service Plan ²	1 year	
Replacement Parts/Labor	Included	
Reagent Replacement for Instrument Failures	Included	
Target On-Site Response Time (business days)	2	1
Install IQ/OQ/PQ	Add-on (discounted)	Included
Break/Fix IQ/OQ/PQ	List price	Included—major repairs only
A-la-carte Post-Install IQ/OQ/PQ	List price	Discounted
Preventative Maintenance (per annum)	1	2
Software Updates	Included	
Telephone Support	EMEA: 5×8	EMEA: 5×8
Applications Support	Standard only. Advanced application support available by quote	Standard only. Advanced application support available by quote.
Part Number	992-00190	992-00191

Installation, Operational, and Performance Qualification (IQ/OQ/PQ)

IQ/OQ/PQ provides documented confirmation that your AVITI Dx instrument is installed and performing to Element's specifications, supporting instrument qualification and documentation requirements in regulated laboratory environments. Install IQ/OQ/PQ is available as a discounted add-on under Dx Basic and included with Dx Plus, which also includes Break/Fix IQ/OQ/PQ for major repairs and discounted a-la-carte post-install IQ/OQ/PQ. Customers are responsible for validating their specific applications and workflows using the AVITI Dx instrument in accordance with applicable regulatory requirements.

Installation Qualification (IQ)

A trained engineer verifies firmware, software, setup, and safety conditions, then delivers a signed, audit-ready report.

Operational Qualification (OQ)

Confirms motion, optics, fluidics, and thermal performance against an Element-maintained, continuously updated protocol.

Performance Qualification (PQ)

Executes a PhiX sequencing run, assesses data quality and yield, and provides full documentation of results.

¹ Manufacturer Warranty is (12) months from instrument installation, not to exceed thirteen (13) months from date of instrument shipment, in accordance with Element's terms and conditions of sale, available [here](#).

² The 1-year period begins from the end of the Manufacturer Warranty or then-current Annual Service Plan. Following an extended lapse in instrument service coverage, the 1-year period will commence upon completion of recertification for any new Annual Service Plan purchased.