

Support and Service Plans

Both Q-View imagers come with a one-year basic warranty package. For the greatest value and maximum productivity it is recommended that you purchase one of our imager support packages. Quansys offers a full range of services that are designed to fit your specific laboratory needs and budget.

Quansys Warranty and Service Packages



Q-View™ Imager Pro



Q-View™ Imager LS

Catalog Number	SRV005	SRV006	
Price	\$8,800	\$6,850	Included
One Year Plan	Premium	Plus	Limited
Standard installation with technical training*	✓	✓	✓
Defects in materials and workmanship	✓	✓	✓
Technical Support	✓	✓	✓
Software Support	✓	✓	✓
Software Updates	✓	✓	✓
Priority delivery of replacement parts	✓	✓	
Expedited on-site support within 24-48 hours, depending on service and location	✓		
Expedited on-site support within 48-72 hours, depending on service and location		✓	
Rapid Exchange	✓	✓	
Accident Assistance (human error)	✓		
Parts, labor, travel for on-site repairs to instrument and computer	✓		
Additional on-site training and/or inspection/preventative maintenance	✓		
Moving: relocation, re-validation and retraining assistance	✓		
Total on-site visits	2	1	
Warranty Extensions	Catalog Number	599235GR	599336GR 599337GR
	Three Year Extension**	\$4,400	\$3,435 \$2,740
	Catalog Number	104411GR	599236GR 599237GR
	Five Year Extension**	\$6,680	\$5,200 \$4,150

SRV002	SRV003	
\$5,270	\$3,120	Included
Premium	Plus	Limited
✓		
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓	✓	✓
✓		
✓	✓	
✓		
✓		
2	1	
589235GR	589336GR	589337GR
\$1,560	\$1,125	\$950
104412GR	589236GR	589237GR
\$2,375	\$1,710	\$1,450

Additional Options & Services

	Catalog Number	
Standard installation with technical training	104403GR	\$2,600
Installation validation (IQ/OQ/PQ) - includes qualification Plate	104409GR	\$4,850
1 year plate re-qualification	105802GR	\$1,200
On-site Inspection/Preventative Maintenance	104408GR	\$2,150
Repair Services		Contact Account Manager

*On-site installation not available when imager is purchased through an imager placement program.

**Plan Extensions include one additional on-site visit.

Description of Services

Technical support - Online, email, phone (telephone support available for service inquires during business hours - 8:00 a.m. - 5:00 p.m. MT)

Imager installation and training - Quansys will send a technical support representative on-site to un-package, install imager, and train staff.

Software updates - Upgrades Q-View™ Software via web

Expedited on-site support - Quansys will send a technical support representative on-site to support user-related damage or failure. This covers travel and Labor but not cost of materials.

Rapid exchange - If an imager were to stop working, for whatever reason, a replacement imager will be shipped to the customer to all of continuity of testing.

Moving: Relocation, re-validation and retraining assistance - Quansys will send a technical support representative on-site to inspect, re-install and re-validate imager after a move. Re-validation is only performed on imagers that have had an IQ/OQ/PQ.

Total on-site visits - Total Number of visits per plan

On-site inspection - Quansys will send a technical support representative on-site to inspect, and ensure the imager and perform any necessary preventative maintenance procedures.

The Q-Plex™ Array

Spotting in 96 Well Plate

- ▶ Robotic liquid handlers print 20-50nL spots of capture antibody
- ▶ Each spot is a unique assay within the well
- ▶ Low spot-to-spot variability (CV)
- ▶ Spot size 350-500µm
- ▶ Plates are QC'd for spot quality

Performing the Assay

- ▶ Add as little as 50µL of sample
- ▶ Wash
- ▶ Add mix of detection antibodies specific to kit
- ▶ Wash
- ▶ Add streptavidin conjugated HRP or IR-Dye

Detection of Sample

- ▶ With the addition of substrate, a response is produced
- ▶ If antigen is present the spot emits a signal proportional to the amount of antigen in the sample
- ▶ If no antigen is present, the spot is not visible

Image Capture

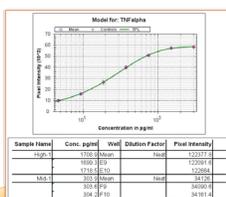
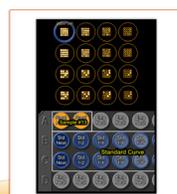
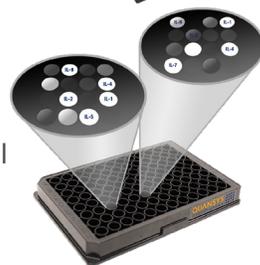
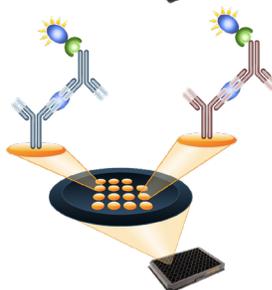
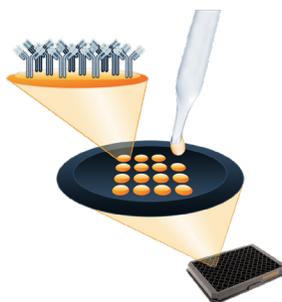
- ▶ An image of the plate is taken via a high resolution camera (Q-View Imager Pro, Q-View Imager LS or approved gel doc system) or fluorescent scanner (LI-COR Odyssey)
- ▶ The image file (TIFF) is imported into Q-View Software and a Q-View Project is created

Image Analysis

- ▶ Image is opened in Q-View Software
- ▶ Spots are automatically found on plate image
- ▶ Intensity of spot response is measured and raw data is generated
- ▶ User imports product specs and well layout

Data Analysis

- ▶ Raw data is analyzed and compared to in-plate standard
- ▶ Regression models used to calculate unknowns
- ▶ Standard curves are calculated and sample and statistical data is exported



Increase productivity with Quansys products and services. Save Time, Sample and Money.

Q-Plex™ ARRAYS

Our Q-Plex Arrays are quantitative multiplex ELISAs with distinct proteins deposited in a defined array. Choose one of our standard kits for immediate delivery or customize the exact array you need.

Q-View™ IMAGERS

The Q-View Imager Pro and Q-View Imager LS are high quality, low-cost imaging systems for chemiluminescent assay imaging.

Q-View™ SOFTWARE

The Q-View Software is a user-friendly image analysis app that enables the acquisition and analysis of large amounts of multiplex ELISA data.

SAMPLE TESTING SERVICE

Our lab runs immunoassays on a wide variety of biological samples. Increase productivity and focus on your core research while we test your samples for you.



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Quansys is an ISO 9001:2015 and ISO 13485:2016 registered company and complies with cGMP. Products are designed, developed, and manufactured according to the procedures outlined in our Quality Management System.

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