QUANSYS BIOSCIENCES

Q-View Imager Support

Support and Service Plans

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

Q-View™ Imager LS

Warranty and Service Packages

Catalog Number	SRV002	SRV003	
Price	$5,797	$3,432	Included
One Year Plan	Premium	Basic	Limited
Standard installation with technical training*	✔		
Defects in materials and workmanship	✔	✔	✔
Lifetime Technical Support	✔	✔	✔
Lifetime Software Support	✔	✔	✔
Lifetime 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	✔		
Moving: relocation, re-validation and retraining assistance	✔		
Total on-site visits	2	1	
Warranty Extensions — Catalog Number	589235GR	589336GR	589337GR
Warranty Extensions — Three Year Extension**	$1,716	$1,238	$1,045
Warranty Extensions — Catalog Number	104412GR	589236GR	589237GR
Warranty Extensions — Five Year Extension**	$2,613	$1,881	$1,595

Additional Options & Services

Options & Services	Catalog Number	Price
Standard installation with technical training	104403GR	$2,860
Installation validation (IQ/OQ/PQ) - includes qualification Plate	104409GR	$5,335
1 year plate re-qualification	104402GR	$1,320
On-site Inspection	104408GR	$2,365
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 - Quanys 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 is functioning properly.

Please note, plans that include on-site visits apply to travel within the continental US only. Any place outside the U.S. additional travel fees may apply. Contact a representative for further questions.

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
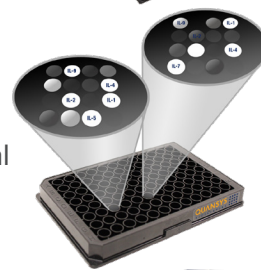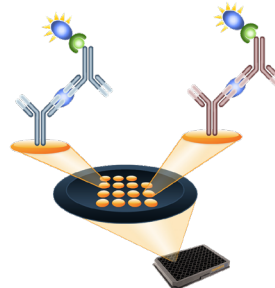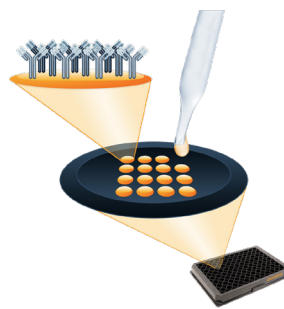▶ If no antigen is present, the spot is not visible

Image Capture

▶ An image of the plate is taken via a high resolution camera (Q-View™ Imager 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

ISO 9001 Registered — Quality Management
ISO 13485 Registered — Medical Devices

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.
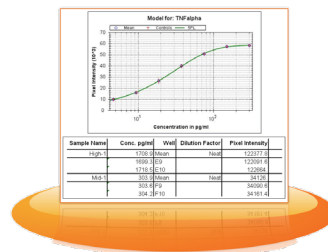
Increase productivity with Quansys products and services. Save time, sample, and money.

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 LS is a 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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