

Te-Care™ service contracts for peace of mind

Tecan has launched Te-Care™ service contracts, offering a consistent service across the world to provide optimal reliability, lifetime and productivity of Tecan systems for all customers. The new global service contract structure gives access to a global network of experienced, certified field services engineers and applications specialists.

The flexible range of Te-Care service contracts, which can be tailored to suit customers' preferences and requirements, include the Te-Care Complete Contract, Te-Care Maintenance Contract and Te-Care Repair Contract.



The Te-Care Complete Contract optimizes the performance and uptime of customers' systems with regular support, covers maintenance and repair and eliminates unexpected service expenses. The Maintenance Contract offers regularly scheduled product maintenance to reduce downtime and administration costs, while the Repair Contract extends instruments' initial warranty by up to two years. Both the Complete and Repair Contracts offer quick response times, with priority treatment within 48 hours.

New look web content

Tecan constantly updates its website www.tecan.com so that we can provide the most relevant, interesting and up-to-date information to you. Two major changes were made to the website in March as part of this continuing process, with launches of the new 'consumables' and updated 'about Tecan' sections.

The new consumables pages www.tecan.com/consumables now list all of our available consumables, with detailed information on each individual product. The consumables are organized

into four product groups: disposable tips, sample storage tubes (REMP), sample and reagent containers, and Cavo® accessories and consumables.

The 'about Tecan' section www.tecan.com/about now contains many updated pages, including a company fact sheet, news pages, a fascinating history of Tecan, details of our quality policy and exciting job opportunities.

