

Te-Care™ Service Contracts – greater flexibility, greater choice



Tecan engineer Dieter Klement fixing a HydroFlex™ instrument in the Tecan Service center in Grödig, Austria

With 30 years of experience in service support, we know that the same solution is not right for everyone. To better meet our customers' needs, the current range of service contracts – Te-Care™ Complete, Te-Care™ Maintenance and Te-Care™ Repair – has been extended to include two new options – Te-Care™ Check and Te-Care™ Depot Repair – designed specifically for users of Tecan detection instruments.

Te-Care™ Check offers on-site operational qualification (OQ) of instrument performance, reducing downtime by ensuring consistent performance and instrument reliability through regular maintenance and function checks, and is particularly suited to customers without a dedicated quality control (QC) tool. Te-Care™ Depot Repair provides a cost efficient repair service at a Tecan technical center,

which includes parts and labor, eliminating unbudgeted service expenses. Shipping arrangements are straightforward and the customer has the option of a loaner instrument.

As reliable operation of laboratory equipment is vital to the efficiency and smooth running of any laboratory, our flexible range of Te-Care Service Contracts provides peace of mind by helping to reduce instrument downtime and to ensure reliability of results. All services are provided by our broad network of experienced and certified field service specialists, guaranteeing the high level of service Tecan customers have come to expect.

To find out more on Tecan's Te-Care Service Contracts, visit www.tecan.com/service_contracts

