



LEARN MORE



REMOTE SERVICES.

Powered by TeamViewer™



Introducing Tecan Remote Services.

Resolve issues quickly with secure remote access to your Tecan instruments. Minimize downtime and get back to work faster. If an on-site visit is needed, our pre-qualification ensures the engineer arrives ready to fix the issue on the first visit.



Your Data is Safe.

TeamViewer uses 4,096-bit RSA key exchange and 256-bit AES encryption—meeting the highest security standards. Your data and instrument access are protected.



How it Works.

Tecan Remote Services, powered by TeamViewer, provides secure desktop sharing, file exchange, and video calls. Just connect your instrument's PC for instant support.



Every Second Counts in the Lab.

Don't wait for on-site service when you can get fast, secure support remotely.

Remote Support includes:

- **Installation:** Expert guidance for setup and commissioning
- **Troubleshooting:** Rapid help for non-hardware issues
- **Software & Driver Updates:** Fast, remote implementation
- **Diagnosis & Pre-Qualification:** Increase “fixed first time” ‘on-site service

Get Back on Track-Fast.

