

# Te-Care™ Service.

ALWAYS THERE FOR YOU



# What is the true cost

# of instrument downtime?●



Reliable operation of laboratory equipment is vital to the efficiency and output of any laboratory. With most instruments being integral parts of the laboratory workflow, the real cost of unscheduled repairs is the loss of productivity related to instrument downtime.

Covering your Tecan instrument with a Te-Care Service Contract helps you reduce instrument downtime and ensures reliability of results. Our service contracts are designed to give you peace of mind by minimizing the impact of service activities on throughput and resources.

All services are provided by our broad network of experienced and certified field service engineers, guaranteeing a high level of service.

# Greater flexibility, greater choice.

With 30 years of experience in service support, we know that one solution does not fit all. To better meet your needs, we offer a flexible range of Te-Care Service Contracts, including two options designed specifically for users of Tecan detection instruments:

<b>Te-Care Complete</b>	Full package of regular on-site maintenance and coverage for all unscheduled service intervention costs with preferential response times.
<b>Te-Care Maintenance</b>	Regularly scheduled preventive maintenance by a certified Tecan service engineer.
<b>Te-Care Depot Repair</b>	Cost efficient repair at a Tecan technical center with straightforward shipment arrangements and the option of a loaner instrument.
<b>Te-Care Repair</b>	On-site repair with preferential response times and coverage for all unscheduled service intervention costs.



# Key benefits.

## **ELIMINATE UNEXPECTED SERVICE COSTS**

Insure yourself against unbudgeted service costs by purchasing any of the following service contracts:

- **Te-Care Complete**
- **Te-Care Repair**
- **Te-Care Depot Repair**

## **REDUCE DOWNTIME AND INCREASE RELIABILITY OF RESULTS**

Ensure consistent performance and instrument reliability through regular maintenance and function checks with the following service contracts:

- **Te-Care Complete**
- **Te-Care Maintenance**

## **PREFERENTIAL RESPONSE TIMES**

Get priority repairs when you cover your instrument with one of the following contracts:

- **Te-Care Complete**

## **OPTIMAL PRODUCTIVITY AND PROLONGED INSTRUMENT LIFETIME**

Receive a high level of Te-Care service with our comprehensive service package:

- **Te-Care Complete**
- **Te-Care Repair**

## **GET UNPARALLELED INSIGHTS WITH INTROSPECT™**

Connect your lab automation today and get your Introspect dashboards with real data on instrument uptime, consumables consumption and run success rates.

- **Te-Care Complete**

# Service options.

## TE-CARE COMPLETE

### One or Two Preventative Maintenance (PM) visits per year including:

- Cleaning and greasing
- Wear and tear parts
- Adjustments
- Instrument-specific tests
- Travel costs and labor

### On-site repairs including:

- Spare parts
- Travel costs and labor

### Remote hotline support by technical support specialists

- Unlimited connections during contract period

### Hardware, firmware, or software updates at time of PM(s)

### Introspect software for the duration of the contract.

### 48-hour general response time

## TE-CARE DEPOT REPAIR

(For detection instruments only)

### Depot repair including:

- Function check and error analysis
- Calibrations and adjustments
- Spare parts (as required)
- All labor costs
- Tecan outbound shipping costs

### Loaner instrument (as available)

### Remote hotline support by technical support specialists

- Unlimited connections during contract period

## TE-CARE REPAIR

(For detection instruments only)

### Repairs including:

- Functional checks and error analysis
- Calibrations and adjustments
- Spare parts (as required)
- Travel costs and labor

### Remote hotline support

### Unlimited connections during contact period

## TE-CARE MAINTENANCE APPOINTMENT

### One-off preventative maintenance (PM) visit including:

- Cleaning and greasing
- Wear and tear parts
- Adjustments
- Instrument-specific tests
- Travel costs and labor

### Essential Hardware, Firmware, or Software Updates with visit

## ADDITIONAL SERVICES

### PC replacement

Protect your data from obsolescence by replacing your PC every three years

### Essential spare parts

Keep a safety stock on site

### Integrated third-party devices

Manage the maintenance of integrated devices on your Tecan platform

### Application packages

A range of application support possibilities to support your programming needs

### Training

Keep your staff up to date with the information they need to optimize and maximize your productivity

### Upgrades

Enhance your workflow and adapt to the rapidly-changing processes in your laboratory

### Consumables

Get extra peace of mind by planning your consumables deliveries

### HOTLINE SUPPORT:

**Available 8am-5pm, Monday to Friday** (excluding holidays), in all time zones, plus **24/7 on-call support**.

All field services are provided by **Tecan-certified field service engineers** or application specialists.

### Tecan Helpdesks

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