



Te-Care™ Service Contracts

A range of optimized service contracts to cover all your needs

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 to reduce instrument downtime and ensures reliability of results. Our service contracts are designed 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 specialists, guaranteeing the high level of service that Tecan customers have come to expect.

Greater flexibility, greater choice

With 30 years of experience in service support, we know that the same solution is not right for everyone. 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:

- **Te-Care Complete:** full package of regular on-site maintenance and coverage for all unscheduled service intervention costs with preferential response times
- **Te-Care Check:** on-site operational qualification (OQ) of instrument performance for customers without a dedicated quality control (QC) tool
- **Te-Care Maintenance:** regularly scheduled preventive maintenance by a certified Tecan service engineer
- **Te-Care Depot Repair:** cost efficient repair at a Tecan technical center with straightforward shipment arrangements and the option of a loaner instrument
- **Te-Care Repair:** on-site repair with preferential response times and coverage for all unscheduled service intervention costs



Key benefits

Optimal productivity and prolonged instrument lifetime

Receive the highest level of Te-Care service with our fully comprehensive service package:

- Te-Care Complete

Preferred response time

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

- Te-Care Complete
- Te-Care Repair

Recertification of equipment

If you just need a regular recertification of your equipment based on an operational qualification (OQ), this is the contract for you:

- Te-Care Check

Reduced downtime and increased 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
- Te-Care Check

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

Te-Care service contracts features and options

	Te-Care Check	Te-Care Maintenance	Te-Care Depot Repair	Te-Care Repair	Te-Care Complete
Hotline	●	●	●	●	●
Service documentation	●	●	●	●	●
Function check and error analysis	●	●	●	●	●
Calibrations and adjustments	●	●	●	●	●
Quality Control (QC) report	●	●	●	●	●
Installation of essential updates	●	●			●
Preventative maintenance (parts, labor, travel)		●			●
Depot repair (parts, labor)			●		optional
Loaner instrument			optional	optional	optional
Preferred response time				●	●
On-site repair (parts, labor, travel)				●	●

●: standard feature
optional: available in addition

Recommended contracts for each instrument

	Te-Care Check	Te-Care Maintenance	Te-Care Depot Repair	Te-Care Repair	Te-Care Complete
Microplate readers					
Infinite® F50			●		
Sunrise™, Infinite 200	●	possible	●	possible	●
Infinite 500, Infinite M1000	●	possible	possible	●	●
Microplate washers					
Columbus™, HydroFlex™	possible	●	possible	possible	●
96PW™, PW 384™, HydroSpeed™	possible	●	possible	possible	●
Microarray products					
HS 400™Pro, HS 4800™ Pro		●		possible	●
LS Reloaded™	●			●	●
PowerScanner™		●		possible	●
Liquid handling instruments					
ProfiBlot™ 48 / T48		●		possible	●
Freedom EVO® platforms	possible	●		possible	●
FE500pro™		●		possible	●
Freedom EVOlyzer®	possible	●		possible	●
Freedom EVO Clinical	possible	●		possible	●

●: Highly recommended
possible: available on request

We are happy to help you choose the right coverage for your individual needs

Ask about a Te-Care Service Contract when you buy your Tecan instrument, or contact your local Te-Care team for more information or a quote. See back cover for contact information or visit www.tecan.com/contractfinder to find the best contract for your needs.



Contact your local Tecan office anytime for more information.

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