



Tecan Services

Putting customers first

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Talk to Tecan's Services organization worldwide

Putting customers first

Tecan strives to provide first class care and support to its customers across the globe. Subsidiaries are maintained worldwide close to the locations of customers to provide timely field service and to build a close relationship with the customer. Customers have access to specialists that strive to deliver high quality standard maintenance and repairs to existing instrumentation.

Whether the customer needs assistance in reliable automation, precise and safe liquid handling, maintenance and operation of robotics or detection, the Tecan Service is in place to assist the customer at all levels of activity. In this way Tecan Services is able to offer the expertise necessary to ensure professional use and high-performance operation of Tecan equipment.

Tecan provides services tailored to the needs of its customers.

Preventive maintenance

Keep your system running smoothly

Regular maintenance helps to increase the lifespan and productivity of Tecan instruments and minimizing downtime.

Different types of contracts are available to match your requirements. The contract can include:

- Priority response from your local helpdesk
- Warranty extension
- Parts, labour and service expenses for equipment failure
- Regular scheduled preventive maintenance visits
- Rapid call out guarantees according to your requirements
- Instruments on loan when yours is being repaired*

* For microplate readers and washers only.

It's all part of Tecan's comprehensive service that has been designed to give you peace of mind.

Talk to your local helpdesk to discuss your tailor-made maintenance contract.



Repairs

A full range of repair services are available should the need arise. Qualified and certified specialists repair Tecan instruments in a timely and efficient manner.

Helpdesks are maintained at Tecan subsidiaries worldwide and trained qualified specialists are available to help you in your local language. Most calls to our local helpdesks are handled by the local expert or passed on to a qualified field specialist. For more intricate problems, members of Tecan's skilled R&D and production teams are readily available to assist the local expert in resolving these more intricate issues.

We aim to provide our customers with courteous, timely and efficient service that will exceed their expectations. Customer focus is paramount and therefore we continually tailor our services and solutions to the requirements of our customers.

Upgrades

The combination of upgrades and services allows our customers to keep up with the latest developments in research with minimal costs and without compromising quality.

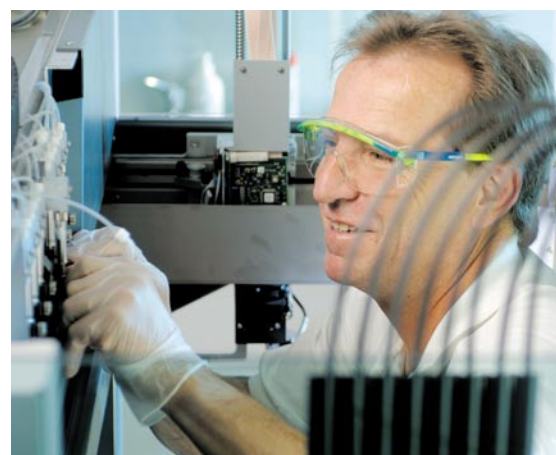
Our qualified and certified Field Automation Specialists are not only capable of servicing our customers equipment to a high standard, but can perform any technical upgrades that they need as well.

For example:

- Upgrade from a pipettor to a robotic workstation
- Upgrade from four to eight channel pipetting
- Install a low volume option
- Upgrade software

Talk to your local helpdesk.

Talk to Tecan's Services organization.



Strength through training

Get trained by certified experts – the key for success

Training courses are an effective method for acquiring the specialized knowledge necessary for the proper utilization of Tecan instruments. Tecan offers a comprehensive range of courses that combine in-depth theory with hand-on coaching sessions.

Tecan's comprehensive training programs enable customers to build up the knowledge necessary for optimizing the productivity of their Tecan instruments.

Benefits

- High learning effect without distraction from daily business
- Certified trainers
- Opportunities to ask questions and challenge what you are learning
- Learn from experiences of other participants
- Time for practicing
- Ongoing access to feedback from the trainer and product experts
- Hands-on training using the instruments
- Small learning groups
- Interactive discussions
- Customized training on request

The right course for everyone

Our training programs cover the following main areas:

- Introduction to Tecan instruments, including how to operate equipment safely
- Software concepts and program implementation
- Basic maintenance to prevent equipment down-time
- Liquid handling, including the Nanopipetting System
- Specialized application courses

Our courses are run by certified trainers. Customers can be confident that they will be receiving the education from skilled professionals.

Courses are held at most of Tecan's affiliate offices worldwide. Talk to your local Tecan office. You can also find course content, availability together with a registration form, online at www.tecan.com.

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