

Teledyne CETAC Service Agreement Plans:

PLAN TYPE	UNLIMITED FREE TECHNICAL SUPPORT	SOFTWARE UPDATES	ANNUAL PM	REPAIR PARTS	PRIORITY SERVICE
DEPOT REPAIR	★	★	★	★	★
CUSTOM	Teledyne CETAC also offers CUSTOM contracts. Let us know your needs (extra PM, Prepaid PM kits, OQPQ, etc.) and we will build and price a contract for your unique situation.				

DEPOT REPAIR: All repairs and preventative maintenance are done from the Cetac factory (Lincoln, NE) Service agreements do not cover consumables such as test tubes, racks and bottles.

- Unlimited Free Technical Support**
Remote support offered from the Teledyne Cetac Factory. Includes email & phone support.
- Annual Preventative Maintenance**
Includes annual replacement of expendable repair parts such as peristaltic pump and pump seals. Annual PM is done at the Cetac factory.
- Priority Service**
Service agreement customers enjoy prioritized service when their unit is at the factory for repair
- Software Updates**
Free software updates for same platform
- Repair Parts**
Excludes expendable repair parts such as peristaltic pump tubing and pump seals.

Units listed as installation required in the retail pricelist are not eligible for Depot Repair Service agreement option. These units include but are not limited to SDX, SDX Plus, ASXPRESS+

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Effective January 1, 2026

(Standard Labor Rates are \$330 per hour Labor, 2hr minimum)

Please contact our Customer Support department at 800-369-2822, or Susan Scheib, Teledyne LFI Service Agreement Manager, at 513-229-7031, susan.scheib@teledyne.com for pricing on the above packages.