

Teledyne ISCO UK offers the following Service Agreement Options\*:

	PARTS	ANNUAL PM	LABOR	TRAVEL	SAMPLE INDUCED ISSUES	UNLIMITED FREE TECHNICAL SUPPORT
COMPREHENSIVE	10% Discount	☆	☆	☆		☆
FULL	☆	☆	☆	☆		☆
PREMIUM	☆	☆	☆	☆	☆	☆

***Response Time – Service Agreement calls are scheduled as priority over billable customers***

**Comprehensive:**

- Free unlimited Technical Phone Support
- Discounted parts for repairs
- Free upgrades
- One Preventative Maintenance visit per year
- PM Kit included
- Multi-year contracts offer locked in pricing for the length of the contract
- Quarterly or Yearly billing options

**Full:**

- Free unlimited Technical Phone Support
- Free parts for repairs (excluding consumable parts)
- Free upgrades
- One Preventative Maintenance visit per year
- PM Kit included
- Onsite broke/fix repairs
- Multi-year contracts offer locked in pricing for the length of the contract
- Quarterly or Yearly billing options

**Premium:**

- Free unlimited Technical Phone Support
- Free parts for repairs (excluding consumables)
- Free upgrades
- One Preventative Maintenance visit per year
- PM Kit included
- Finding and repairing leaks
- Onsite broke/fix repairs
- Sample induced issues (active sites/clogs/contamination)
- Multi-year contracts offer locked in pricing for the length of the contract
- Quarterly or Yearly billing options

Rev. 11/1/25

Effective 1/1/26

**\*Teledyne ISCO also offers CUSTOM contracts. Let us know your needs (extra PM, OQPQ, etc.) and we will build and price a contract for your unique situation.**

(Standard Labor & Travel Rates are £205/ea/per hour)

Please contact Mark Dodsworth, ISCO UK Service Manager, [mark.dodsworth@teledyne.com](mailto:mark.dodsworth@teledyne.com) or Susan Scheib, Service Agreement Manager, [susan.scheib@teledyne.com](mailto:susan.scheib@teledyne.com) for pricing on the above packages.