

Teledyne Tekmar/Leeman Labs/ISCO offers the following Service Agreement Options\*:

	PARTS	ANNUAL PM	LABOR	TRAVEL	SAMPLE INDUCED ISSUES	UNLIMITED FREE TECHNICAL SUPPORT
<b>PARTS ONLY</b>	☆					☆
<b>FULL</b>	☆	☆	☆	☆		☆
<b>PREMIUM</b>	☆	☆	☆	☆	☆	☆

**Parts Only: (Domestic & International) \*Not available for Purlon or SFC units**

*Response Time – N/A*

- Free unlimited Technical Phone Support
  - Free parts for repairs (excludes consumable parts)
  - International customers responsible for duties/taxes
- \*Free software/firmware upgrades\*

**Full:**

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

- Free unlimited Technical Phone Support
- Free parts for repairs (excluding consumable parts)
- Free software/firmware upgrades\*
- One Preventative Maintenance per year
- PM Kit included (ONLY Teledyne ISCO Products)
- Broke/fix repairs
- Multi-year contracts offer locked in pricing for the length of the contract
- Quarterly or Yearly billing options

**Premium:**

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

- Free unlimited Technical Phone Support
- Free parts for repairs (excluding consumables)
- Free software/firmware upgrades\*
- One Preventative Maintenance per year
- PM Kit included
- Finding and repairing leaks
- 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 1/2/26

**Teledyne Labs 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 \$495 per hour Labor and \$445 per hour Travel)

**Please contact:**

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**for pricing on the above packages.**

*\*Software/firmware upgrades are provided at no charge. Customer is responsible for installing/upgrading themselves, unless engineer is already scheduled to be on site for a visit. Computers that control our systems are not covered by any type of agreement.*