



DTPM NATIONWIDE SERVICE PROVIDERS

DTPM SERVICE

THE DTPM SERVICE DIFFERENCE:

ONGOING SERVICE, SUPPORT, AND TRAINING

DTPM prides ourselves on providing superior service, customer support and training for our customers. We understand that quality service makes the difference for our customers. Total maintenance and repair service is included in the pricing based upon the customized service agreement.. DTPM offers technical support and maintenance, including preventive service maintenance (PM), to ensure continual, reliable, proper operation of DTPM serviceable equipment.

DTPM QUALIFIED SERVICE TEAMS

OVER 40 YEARS OF COMBINED EXPERIENCE AT YOUR SERVICE

DTPM uses only expert Technical Service teams that have earned an industry-wide reputation for their accessibility and problem-solving abilities.

Our engineers have been trained by the most knowledgeable equipment manufacturers to provide the best level of service. The Field Technical Service team works in tandem with our in-house technical service, customer service, and end-user customers to ensure ongoing drug testing operations.

Our primary goal to have the instrument operational within 24 hours of the repair call. DTPM has multiple services facilities located across the United States with over 90,000 square feet of service / refurbishment space.

YEARLY SERVICE PLANS

YOUR CUSTOM TAILORED SERVICE PLAN WILL INCLUDE:

- Scheduled Preventive Maintenance per Original Equipment Manufacturer requirement
- Unlimited Instrument Repair
- Instrument Parts – OEM
- Priority Service Response
- Unlimited Telephone Support
- Service Travel Charges



THE DTPM DIFFERENCE IN SERVICE

Based on your needs, goals, and budget, we provide **COMPREHENSIVE SOLUTIONS** that will make your lab a success.

Along with a **CUSTOMIZED SERVICE AGREEMENT**, we offer 1st year warranties, service and maintenance.

We offer **COMPETITIVE PRICING** on new or refurbished equipment with purchase or lease options available.

SAME DAY CUSTOMER SERVICE RESPONSE, virtual technical support and on-site service available within 24-48 hours, if necessary.

Call us today for a customized pricing quote!