



Workplace



# SERVICE

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## AT WORK FOR YOU

Thank you for choosing Lifeloc Technologies as your portable breath testing manufacturer. At Lifeloc we are committed to providing you with the best customer service in the industry.

# FIVE STAR

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## CUSTOMER CARE



The new standard for fast, friendly, professional and affordable service.

### **Fast**

Repairs are completed in less than 5 working days for up to 5 units, or it's free. This is the fastest service in the industry. *\*5 working days begins upon receipt of the unit.*

### **Personalized**

Your calls are answered by a live customer service representative who is ready to assist you.

### **Professional**

Full-time factory service center where experienced professionals provide technical advice, operational assistance and helpful instruction.

### **Comprehensive**

Lifeloc offers a full line of service products for your individual business needs, including extended service plans and instrument re-certifications.

### **Affordable**

To help with your budget, we offer free estimates, reasonable pricing on repairs and no hidden fees.

<https://www.lifeloc.com/service>

# SERVICE PACKAGES



## Factory Diagnostic

Think of it as scheduled maintenance, providing a tune-up and adjustments to keep your unit accurate and reliable.

## Factory Recertification

Fully comprehensive, combining all of the features of the factory diagnostic package plus a certification assuring your unit performs according to the original manufacturer specifications. It's like getting a brand new unit.

	Factory Diagnostic	Factory Recertification
Phoenix 6.0	\$114	\$314
EV30	\$114	\$272

	Factory Diagnostic	Factory Recertification
Basic Adjustments		
Full Calibration		
Accuracy Testing		
Necessary Hardware Repairs		
Full Factory Diagnostic		
Check Pump		
Applicable Software Updates		
Comprehensive Fuel Cell Evaluation		
Free Rental Unit		
One Year Warranty		
Temperature Calibration		
Test to Manufacturer Specifications		
Recertification Certificate		

\*\*Fuel Cell Evaluation is an evaluation only. Fuel Cell Replacement is not covered under the Diagnostic or Recertification. If the Fuel Cell needs to be replaced Lifeloc will consult with the customer.

\*\*\*The Phoenix 6.0IR and/or devices that are older than 10 years from manufacture date do not receive the one-year extended warranty on the Factory Recertification. Please call Lifeloc for details.

**Need help deciding which package is right for you?  
Call 1.800.722.4872 or email us at [techsupport@lifeloc.com](mailto:techsupport@lifeloc.com)**