



FC SERIES



SERVICE

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

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



Silver – Factory Diagnostic

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

Gold – Extended Service Plan

Provides all the benefits of the silver package with an extended warranty allowing you full coverage for your unit.

Platinum – Factory Recertification

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

	Silver	Gold	Platinum
FC5/FC10/FC10 ^{Plus}	\$100	\$104	\$198
FC20/FC20BT	\$114	\$184	\$230

	Silver	Gold	Platinum
Basic Adjustments	★	★	★
Full Calibration	★	★	★
Accuracy Testing	★	★	★
Necessary Hardware Repairs	★	★	★
Full Factory Diagnostic		★	★
One Year Warranty		★	★
Comprehensive Fuel Cell Evaluation *			★
Upgrade Hardware including Lens, Case & Keypad			★
Update Pump			★
Applicable Software Updates			★
Temperature Calibration			★
Test to Manufacturer Specifications			★
Recertification Certificate			★

* Fuel cell replacement is not covered under the platinum package. Lifeloc will perform an evaluation only. If the fuel cell needs to be replaced Lifeloc will consult with the customer.

**Need help deciding which package is right for you?
Call 1.800.722.4872 or email us at techsupport@lifeloc.com**