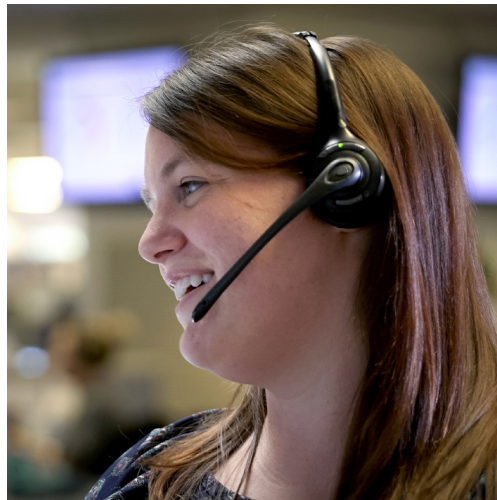


# Service



## Hach Service

Service plans to protect your investment and peace of mind.



## Protect Your Investment and Peace of Mind



With Hach® Service Plans you have a global partner who understands your needs and cares about delivering timely, high-quality service you can trust. Our Technical Support, Field Service, and Central Service Teams work together with unique expertise to help you maximize instrument uptime, ensure data integrity, maintain operational stability, and reduce compliance risk. All at a fixed annual cost that eliminates unplanned expenses.

### Hach Service 3-Point Protection



#### Establish Performance

##### Commissioning

After investing in a new system, it's important that you get off to a good start with data you can trust and confidence in your ability to properly operate and maintain the equipment. Our commissioning services assure that your new system is calibrated and delivering accurate data, and that you are trained to keep the system running smoothly between service visits.

##### Calibration/ Certification

We know how important instrument calibration and certification is in maintaining regulatory compliance. As part of every service we provide, we verify that the instrument is performing to our factory specifications and provide the documentation you need to minimize compliance risk.

#### Extend Performance

##### Routine Maintenance

Every analytical instrument requires some level of routine maintenance to assure accuracy and minimize downtime. With a Hach Service Plan, we ease the burden by helping you manage your maintenance schedule according to the specific needs of each instrument. When you choose Hach, you can be confident that the highest quality parts are being used and the job gets done right.

##### Repair

We understand the impact to your process and your operations when your equipment goes down. You need a service partner who has the resources necessary to get you back up and running fast. With repair coverage through a Hach Service Plan, you get priority service from skilled professionals with the knowledge, tools, and parts readily available to restore your equipment to proper operation as quickly as possible.

#### Elevate Performance

##### Advanced Maintenance

With ease of use and simpler routine maintenance comes behind-the-scenes complexity that requires special tools and skills that Hach Service is uniquely qualified to provide. Our advanced maintenance services, including in-depth systems diagnostics, detect and prevent potential issues that can degrade performance or reduce the life of the instrument.

##### Remote Monitoring

When you add remote monitoring services, we can help you get the most out of your investment. Our Specialists will help identify opportunities for optimization and maximize uptime by identifying potential issues before they result in unplanned maintenance events.

# Hach Has a Service Plan to Fit Your Needs.

Every Hach Service Plan\* provides:

- ESTABLISH PERFORMANCE** *Calibration / Certification*
- EXTEND PERFORMANCE** *Routine Maintenance*
- ELEVATE PERFORMANCE** *Advanced Maintenance*



Depending on your specific instrumentation, service plan options may also include:

- ESTABLISH PERFORMANCE** *Commissioning*
- EXTEND PERFORMANCE** *Repair*
- ELEVATE PERFORMANCE** *Remote Monitoring for RTC*
- LOCATION** *On Site or at the Hach Service Center*

All Hach Service Plans\* also include:

- Parts applicable to the service being provided
- Priority response/turnaround time
- Travel and/or return shipping costs
- Unlimited priority technical support

\*Exceptions apply for ProtectionPlus Plan and Self-Service Partnership.

# Service Plan Comparison

At Hach we understand your facilities' problems are unique, and we have developed service plans that can help give you peace of mind about maintaining and supporting your Hach product. Whether it is a lack of resources, compliance concerns, or the need for predictable budgeting, we have plans to meet your unique needs.

|                              |                           | Self-Service Partnership | ProtectionPlus Plan | Bench Preventative Maintenance Partnership | Preventative Maintenance Partnership | Bench Service Partnership | BenchPlus Partnership | Field Service Partnership | WarrantyPlus Partnership |
|------------------------------|---------------------------|--------------------------|---------------------|--|--------------------------------------|---------------------------|-----------------------|---------------------------|--------------------------|
| <b>ESTABLISH PERFORMANCE</b> | Commissioning             |                          |                     |  |                                      |                           | ✓                     |                           | ✓                        |
|                              | Calibration/Certification |                          |                     | ✓  | ✓                                    | ✓                         | ✓                     | ✓                         | ✓                        |
| <b>EXTEND PERFORMANCE</b>    | Routine Maintenance       |                          |                     | ✓  | ✓                                    | ✓                         | ✓                     | ✓                         | ✓                        |
|                              | Repair                    |                          | ✓                   |  |                                      | ✓                         | ✓                     | ✓                         | ✓                        |
| <b>ELEVATE PERFORMANCE</b>   | Advanced Maintenance      |                          |                     | ✓  | ✓                                    | ✓                         | ✓                     | ✓                         | ✓                        |
|                              | Remote Monitoring         |                          |                     |  |                                      |                           |                       | ✓**                       |                          |
| <b>PARTS INCLUDED</b>        | Maintenance Parts         | ✓                        |                     | ✓  | ✓                                    | ✓                         | ✓                     | ✓                         | ✓                        |
|                              | Repair Parts              |                          | ✓                   |  |                                      | ✓                         | ✓                     | ✓                         | ✓                        |
| <b>SERVICE LOCATION</b>      | On Site                   |                          |                     |  | ✓                                    |                           | ✓*                    | ✓                         | ✓                        |
|                              | Hach Service Center       |                          | ✓                   | ✓  |                                      | ✓                         | ✓*                    |                           |                          |

\* Maintenance performed on site. All repairs performed at the Hach Service Center.

\*\* For RTC only.



### WarrantyPlus Partnership

The WarrantyPlus Partnership is available for new online and select lab instrumentation at the time of purchase to provide you with additional coverage to supplement the instrument's factory warranty. This all-inclusive plan assures you get off to a good start with data you can trust and confidence in your ability to keep the system running smoothly between service visits.

**Service plan includes:**

- Commissioning service with operation and maintenance training
- On-site maintenance, calibration, and certification service according to the specific instrument requirements
- Full coverage for on-site repairs

|                              |                           |   |
|------------------------------|---------------------------|---|
| <b>ESTABLISH PERFORMANCE</b> | Commissioning             | ✓ |
|                              | Calibration/Certification | ✓ |
| <b>EXTEND PERFORMANCE</b>    | Routine Maintenance       | ✓ |
|                              | Repair                    | ✓ |
| <b>ELEVATE PERFORMANCE</b>   | Advanced Maintenance      | ✓ |
|                              | Remote Monitoring         |   |
| <b>PARTS INCLUDED</b>        | Maintenance Parts         | ✓ |
|                              | Repair Parts              | ✓ |
| <b>SERVICE LOCATION</b>      | On Site                   | ✓ |
|                              | Hach Service Center       |   |

### BenchPlus Partnership

The BenchPlus Partnership is a full-coverage plan available for instruments that can be maintained, but not repaired on site. This plan is typically purchased for laboratory instruments at any stage of the product lifecycle. Like the Field Service Partnership, this is the ideal option for those who value on-site service and are looking for an all-inclusive plan that eliminates unplanned expenses.

**Service plan includes:**

- On-site maintenance, calibration, and certification service according to the specific instrument requirements
- Full coverage for repairs at the Hach Service Center
- Free loaner instruments for select models during repair
- Operation and maintenance training upon request

|                              |                           |    |
|------------------------------|---------------------------|----|
| <b>ESTABLISH PERFORMANCE</b> | Commissioning             | ✓  |
|                              | Calibration/Certification | ✓  |
| <b>EXTEND PERFORMANCE</b>    | Routine Maintenance       | ✓  |
|                              | Repair                    | ✓  |
| <b>ELEVATE PERFORMANCE</b>   | Advanced Maintenance      | ✓  |
|                              | Remote Monitoring         |    |
| <b>PARTS INCLUDED</b>        | Maintenance Parts         | ✓  |
|                              | Repair Parts              | ✓  |
| <b>SERVICE LOCATION</b>      | On Site                   | ✓* |
|                              | Hach Service Center       | ✓* |

\* Maintenance performed on site. All repairs performed at the Hach Service Center.

### Field Service Partnership

The Field Service Partnership is a full-coverage plan available for instruments that can be repaired on site. This plan is typically purchased for online instruments that are outside of the factory warranty period. This is the ideal option for those who value on-site service and are looking for an all-inclusive plan that eliminates unplanned expenses.

**Service plan includes:**

- On-site maintenance, calibration, and certification service according to the specific instrument requirements.
- Full coverage for on-site repairs
- Remote Monitoring for RTC
- Operation and maintenance training upon request

|                              |                           |     |
|------------------------------|---------------------------|-----|
| <b>ESTABLISH PERFORMANCE</b> | Commissioning             |     |
|                              | Calibration/Certification | ✓   |
| <b>EXTEND PERFORMANCE</b>    | Routine Maintenance       | ✓   |
|                              | Repair                    | ✓   |
| <b>ELEVATE PERFORMANCE</b>   | Advanced Maintenance      | ✓   |
|                              | Remote Monitoring         | ✓** |
| <b>PARTS INCLUDED</b>        | Maintenance Parts         | ✓   |
|                              | Repair Parts              | ✓   |
| <b>SERVICE LOCATION</b>      | On Site                   | ✓   |
|                              | Hach Service Center       |     |

\*\* For RTC only

### Bench Service Partnership

The Bench Service Partnership provides all-inclusive service at the Hach Service Center. This plan is available for most instruments, but is typically purchased for laboratory instruments and online probes that are easy to ship. This is a great option for those looking for the most economical full-coverage plan or those with a small number of instruments.

**Service plan includes:**

- Maintenance, calibration, and certification service at the Hach Service Center according to the specific instrument requirements
- Full coverage for repairs at the Hach Service Center
- Free loaner instruments for select models during service

|                              |                           |   |
|------------------------------|---------------------------|---|
| <b>ESTABLISH PERFORMANCE</b> | Commissioning             |   |
|                              | Calibration/Certification | ✓ |
| <b>EXTEND PERFORMANCE</b>    | Routine Maintenance       | ✓ |
|                              | Repair                    | ✓ |
| <b>ELEVATE PERFORMANCE</b>   | Advanced Maintenance      | ✓ |
|                              | Remote Monitoring         |   |
| <b>PARTS INCLUDED</b>        | Maintenance Parts         | ✓ |
|                              | Repair Parts              | ✓ |
| <b>SERVICE LOCATION</b>      | On Site                   |   |
|                              | Hach Service Center       | ✓ |

### Preventative Maintenance Partnership

The Preventative Maintenance Partnership provides on-site maintenance service only and is available for most instruments. Repair service is billed separately. This is a lower-cost option for those with a large number of instruments who do not need full coverage.

**Service plan includes:**

- On-site maintenance, calibration, and certification service
- Various options available for number of annual visits
- Operation and maintenance training upon request

|                              |                           |   |
|------------------------------|---------------------------|---|
| <b>ESTABLISH PERFORMANCE</b> | Commissioning             |   |
|                              | Calibration/Certification | ✓ |
| <b>EXTEND PERFORMANCE</b>    | Routine Maintenance       | ✓ |
|                              | Repair                    |   |
| <b>ELEVATE PERFORMANCE</b>   | Advanced Maintenance      | ✓ |
|                              | Remote Monitoring         |   |
| <b>PARTS INCLUDED</b>        | Maintenance Parts         | ✓ |
|                              | Repair Parts              |   |
| <b>SERVICE LOCATION</b>      | On Site                   | ✓ |
|                              | Hach Service Center       |   |

### ProtectionPlus Plan

The ProtectionPlus Plan is available for select laboratory and portable instruments. It is a five-year, non-renewable plan that covers any needed repairs at the Hach Service Center and essentially acts as an extended warranty. For those who value annual calibration and certification service, we recommend the Bench Service Partnership.

**Service plan includes:**

- Repairs at the Hach Service Center for five years after purchase

|                              |                           |   |
|------------------------------|---------------------------|---|
| <b>ESTABLISH PERFORMANCE</b> | Commissioning             |   |
|                              | Calibration/Certification |   |
| <b>EXTEND PERFORMANCE</b>    | Routine Maintenance       |   |
|                              | Repair                    | ✓ |
| <b>ELEVATE PERFORMANCE</b>   | Advanced Maintenance      |   |
|                              | Remote Monitoring         |   |
| <b>PARTS INCLUDED</b>        | Maintenance Parts         |   |
|                              | Repair Parts              | ✓ |
| <b>SERVICE LOCATION</b>      | On Site                   |   |
|                              | Hach Service Center       | ✓ |

### Bench Preventative Maintenance Partnership

The Bench Preventative Maintenance Partnership provides only maintenance service at the Hach Service Center. This plan is available for select instruments where repairs are limited. It is also available for Hach's latest laboratory instruments as a lower-cost option for those who find the most value in the annual calibration and certification service.

**Service plan includes:**

- Maintenance, calibration, and certification service at the Hach Service Center

|                              |                           |   |
|------------------------------|---------------------------|---|
| <b>ESTABLISH PERFORMANCE</b> | Commissioning             |   |
|                              | Calibration/Certification | ✓ |
| <b>EXTEND PERFORMANCE</b>    | Routine Maintenance       | ✓ |
|                              | Repair                    |   |
| <b>ELEVATE PERFORMANCE</b>   | Advanced Maintenance      | ✓ |
|                              | Remote Monitoring         |   |
| <b>PARTS INCLUDED</b>        | Maintenance Parts         | ✓ |
|                              | Repair Parts              |   |
| <b>SERVICE LOCATION</b>      | On Site                   |   |
|                              | Hach Service Center       | ✓ |

### Self-Service Partnership

The Self-Service Partnership is available for select instruments to support those who wish to perform routine maintenance on their own. For those who value the benefits of Hach Service's 3-Point Protection, we recommend considering one of our other service plan options.

**Service plan includes:**

- Everything needed for operation and routine maintenance
- Pre-scheduled shipments of applicable reagents, maintenance parts, verification kits, and cleaning supplies through Hach's Pick & Ship program
- Special access to an HSO reference library containing instructional videos and other training materials

|                              |                           |   |
|------------------------------|---------------------------|---|
| <b>ESTABLISH PERFORMANCE</b> | Commissioning             |   |
|                              | Calibration/Certification |   |
| <b>EXTEND PERFORMANCE</b>    | Routine Maintenance       |   |
|                              | Repair                    |   |
| <b>ELEVATE PERFORMANCE</b>   | Advanced Maintenance      |   |
|                              | Remote Monitoring         |   |
| <b>PARTS INCLUDED</b>        | Maintenance Parts         | ✓ |
|                              | Repair Parts              |   |
| <b>SERVICE LOCATION</b>      | On Site                   |   |
|                              | Hach Service Center       |   |

## Other services available from Hach:

- Training
- Qualification of measuring systems (IQ/OQ)
- On-demand preventative maintenance
- On-demand repairs
- On-demand commissioning service

For more information about the Hach Service Plans available for your specific instrumentation, contact your local Hach Sales Representative or Hach Service Sales at [service\\_contract@hach.com](mailto:service_contract@hach.com) or 800-227-4224 Ex6178.



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