

**Your Hach instruments  
serviced by the people  
who know them best.**



***SERVICE***

Connect with Hach Service to unlock  
the full value of your Hach instruments  
with coverage that goes far beyond  
the factory warranty.



# Benefits of a Hach Service Plan

Maximise  
Instrument  
Uptime

Ensure  
Data  
Integrity

Maintain  
Operational  
Stability

Reduce  
Compliance  
Risk

Eliminate  
Unplanned  
Expenses

With Hach Service you have a global partner who understands your needs and cares about delivering timely, high-quality service you can trust. Our Technical Support and Service Teams work together with unique expertise to help you maximise instrument uptime, ensure data integrity, maintain operational stability, and reduce compliance risk.

With more than  
500 Hach  
factory-trained  
service experts  
globally, we'll help  
you keep your  
instruments  
protected and at  
top performance.



***SERVICE***



# Hach Has a Service Level to Fit Your Needs

| MOST POPULAR  |   |   |   |
|---|---|---|---|
|   | Essential Protection  | Essential+ Protection   | Premium Protection  |
| Benefits  | <ul style="list-style-type: none"> <li>• Extend instrument lifetime</li> <li>• Confidence in your results</li> </ul>  | <ul style="list-style-type: none"> <li>• Extend instrument lifetime</li> <li>• No unexpected preventative maintenance costs</li> <li>• Confidence in your results</li> </ul>  | <ul style="list-style-type: none"> <li>• Maximum uptime</li> <li>• No unexpected costs</li> <li>• Fully-covered repairs</li> </ul>  |
| Included in Plan  | <ul style="list-style-type: none"> <li>• Instrument calibration</li> <li>• Preventive maintenance</li> <li>• Software updates</li> <li>• Smart monitoring*</li> <li>• Proactive support</li> <li>• Billable wear parts</li> </ul> | <ul style="list-style-type: none"> <li>• Instrument calibration</li> <li>• Preventive maintenance</li> <li>• Software updates</li> <li>• Smart monitoring*</li> <li>• Proactive support</li> <li>• Wear parts included</li> </ul> | <ul style="list-style-type: none"> <li>• Instrument calibration</li> <li>• Preventive maintenance</li> <li>• Software updates</li> <li>• Smart monitoring*</li> <li>• Proactive support</li> <li>• Wear parts included</li> </ul> |
| Repairs   | <ul style="list-style-type: none"> <li>• Billable repairs available</li> </ul>  | <ul style="list-style-type: none"> <li>• Billable repairs available</li> </ul>  | <ul style="list-style-type: none"> <li>• Instrument repairs included</li> <li>• Spare part replacement</li> <li>• Priority repairs scheduling</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Tenders</li> <li>• Multi-site service support</li> <li>• Calibration certificates and recommendation reports</li> <li>• Proactive follow-up on contract renewals and next visit reminders</li> </ul> |   |   |   |

\* Optional

## The coverage you need from the experts you trust.

From helping you start up your equipment to repairs and replacements using genuine Hach parts, we know that better uptime leads to confidence in your results and less drain on your resources.

# Other Services Available from Hach

## On demand preventive maintenance and repairs

If you don't have a service plan with Hach yet, and still want to ensure the optimal performance of your instruments, a service on demand may be what you need. Hach offers on demand services conducted by our factory-trained Hach Service Technicians that will help you keep your instruments running for longer.

### On demand standard priced services from Hach:

- Repairs
- Preventive maintenance

## Commissioning of instruments

Hach commissioning services assure that your new system is calibrated, and that you are trained to keep the system running smoothly between service visits.

### With the Hach Commissioning Service you receive total functionality and optimal instrument performance from the very beginning by:

- Providing user training
- Setting up and selecting parameters based on your needs
- Providing calibration certificates and commissioning reports

## Add Hach to Your Team



Having a service plan on your Hach instruments is like adding another team member. That's because we're here to help you maintain operational stability, reduce compliance risk, maximise instrument uptime, control unexpected costs, and ensure data integrity. With regular maintenance visits and validating documentation, you're safeguarding your instrument's accuracy and meeting compliance requirements.

## More questions? Reach out.

Your local Hach Sales representative is a great place to start, or connect online:

**AU:** [www.au.hach.com/service](http://www.au.hach.com/service) | **NZ:** [www.nz.hach.com/service](http://www.nz.hach.com/service)

