HACH® SERVICE

TSS sc
WarrantyPlus Partnership

Your Hach **TSS sc*** WarrantyPlus® Partnership provides full coverage, including parts, labor, and travel for startup or one scheduled preventative maintenance visit performed by a Hach Field Service Technician. The WarrantyPlus Partnership also includes any additional visits authorized by the Hach Technical Support Team and a priority support number that will be included with your partnership documentation.

During the pre-scheduled site visit, your Hach Field Service Technician will complete:

Maintenance/Verification of Instrument Performance

- Perform limited instrument cleaning.
- Review and evaluate user-programmed parameters.
- Evaluate all instrument alarm and warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Evaluate Hach-supplied sample conditioning equipment and probe mounting devices.
- Verify sensor operation.
- Calibrate with StablCal Turbidity Standards or perform a sample-specific calibration with customer-supplied gravimetric sample analysis.
- Replace wiper, wiper shaft O-rings, and fittings once a year or as needed.
- Verify software version and update as necessary.

Repairs

- Any necessary repairs will be performed at the Hach Service Center with parts, labor, and shipping included.
- Abuse, neglect, and acts of God not covered.

Reporting/Certificate of Performance

- Provide Hach Field Service Report with complete documentation of service performed and measurements/readings.
- Issue Certificate of Instrument Performance for each instrument that successfully passes final testing.

Training

- Provide basic end-user training on general instrument operation and maintenance (advance notice required).

*High temperature (HT) version of the TSS sc is not included in this service offering.

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