



**LICO 620/690
Bench Service Partnership**

Your Hach **LICO 620/690** Bench Service Partnership (BSP) provides full coverage for maintenance and repair at the factory. As needed, call your Hach Technical Support Team for assistance using the Special Priority toll free number, which is included with your Partnership documentation. If repair is required, you will be given instructions on how to send your unit to the factory. Please have your contract number, model number, and serial number available.

Once instruments are on a Service Plan, there is no need for additional POs throughout the year. All instrument repairs, calibration, and preventive maintenance go through Hach's convenient return process.

Your Hach **LICO 620/690 Bench Service Partnership** includes the following:

- Annual preventative maintenance, calibration, and certification
- Factory repairs
- Priority service with five-business-day turnaround time
- Return shipping from the Hach Service Center upon completion of service
- Unlimited, priority Hach technical support

Verification of Instrument Performance/Maintenance

- Limited instrument cleaning
- Evaluation of any instrument error conditions
- Halogen lamp replacement
- Lithium battery replacement as needed
- Software update to current version
- Calibration using NIST traceable filters

Factory Repairs

- Repair service as needed, with all parts and labor costs included
- Abuse, neglect, and acts of God are not covered

Reporting/Certificate of Performance

- Hach Service Report with complete documentation of service performed and measurements/readings
- Certificate of Instrument Performance for each instrument that successfully passes final testing
- As found data available upon request at time of service scheduling