



AT1000/KF1000
Bench Service Partnership

Your Hach **AT1000/KF1000** Bench Service Partnership (BSP) provides full coverage for maintenance, calibration, and repair at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority support number included with your partnership documentation. If repair is required, you will be given instructions on how to send the unit to the Hach Service Center.

Once instruments are on a Service Plan, there is no need for additional POs throughout the year*. All instrument services are covered and are arranged through Hach's convenient return process.

Your Hach **AT1000/KF1000 Bench Service Partnership** provides the following at no additional charge:

- Annual certification and preventative maintenance
- Factory repair
- Priority service with five-business-day turnaround time
- Unlimited, priority technical support

Verification of Instrument Performance/Maintenance

- Perform limited instrument cleaning.
- Replace syringe(s) and tubing.
- Replace pump cassette(s) and desiccants if applicable.
- Replace electrovalve connector(s).
- Evaluate any instrument error or warning conditions.
- Verify software version and update as necessary.

Factory Repairs

- Perform required repair service including parts and labor as necessary.
- Loaners of similar functionality will be provided upon request, subject to availability.
- *Abuse, neglect, and acts of God not covered

Reporting/Certificate of Performance

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