



SERVICE

ONE
contract

ONE
stop solution

FOR ALL
your Hach instruments

Care Advantage

Complete service solution for all your instruments

Leading the way in looking after your investments

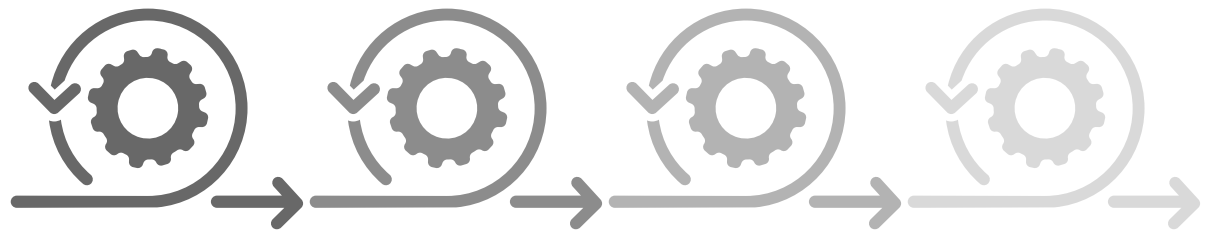
Care Advantage

Total service package for your maintenance needs

With over 95 years of experience in the environmental services industry, working with millions of customers worldwide, providing solutions and support by the network of our in-house experts, we are proud to introduce the latest addition to our service portfolio: Care Advantage.

All-inclusive package of preventative and scheduled regular maintenance, remote monitoring, training, servicing, and repairs of all your Hach instruments, from all your sites, in one contract. A single plan, that will not only ensure the longevity and optimum functioning of your equipment, but will also take away the hassle, cost, and risk of having to find your own resources to do so.

We care for your instruments throughout their life.



From set-up to routine maintenance, and everything in between, your Care Advantage contract ensures your instruments, software, and chemistries are always available and working.

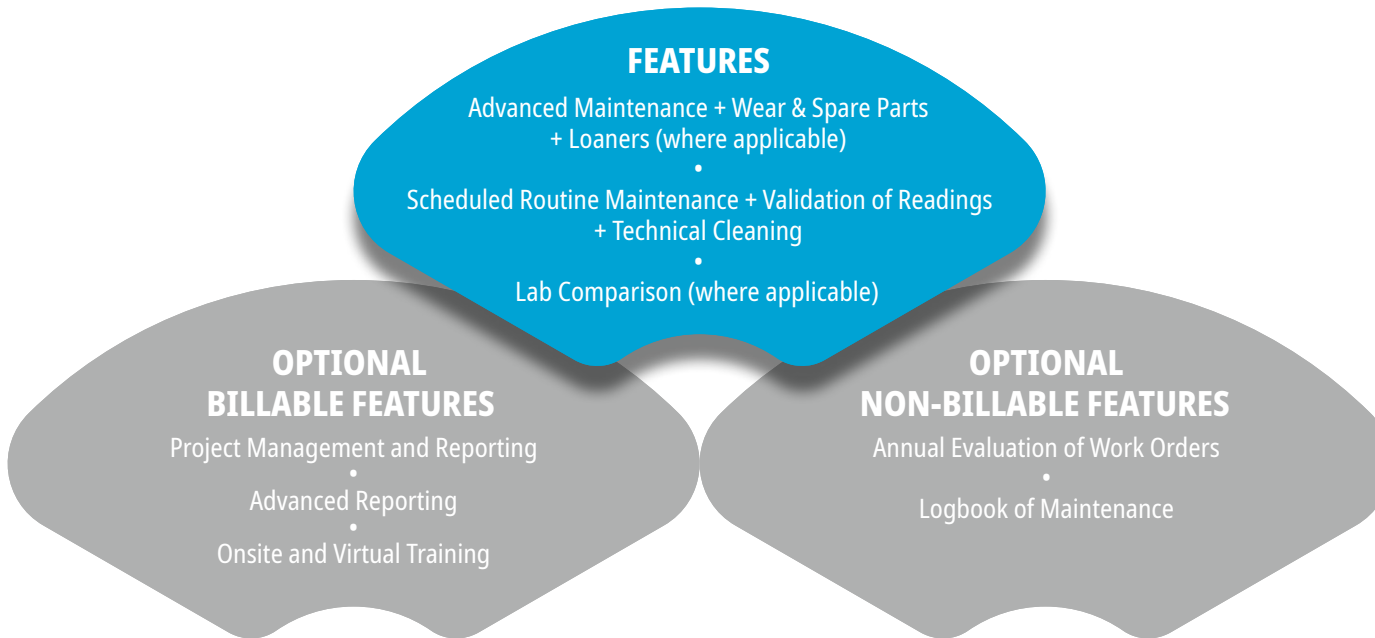
We understand how important it is to keep your operations running.

We understand how vital it is to be able to rely on your instruments and their functions.

We know how difficult it can be to keep on top of all the tasks to keep your investment protected.

At Hach, we care.

Discover the features of **Care Advantage**



The complete service package of Care Advantage is ideal for customers who:

- Want to have timely routine checks and preventative steps taken to keep their critical instruments at their optimum performance
- Want to invest their time to other critical tasks and leave looking after Hach equipment to the experts
- Have complex yet critical Hach instruments or large volume of instruments in multiple sites
- Need reliable and accurate measurements of parameters
- Don't have internal resources or skills to perform the required level of maintenance
- Have a new plant or new personnel

With Care Advantage you leave your investment in safe hands of Hach, having that extra peace of mind and confidence





Total care package for your peace of mind

We are offering you a package that will take away the hassle of keeping on top of instruments maintenance and gives you peace of mind in return, knowing you get a reliable service partner.

With Care Advantage from Hach, you and your team gain:



RELIABILITY
We look after all instruments for you.



EXPERTISE
We know what needs to be done, how and when.



RESOURCES
We free up your internal resources so they can keep your plant running.



TROUBLESHOOTING
By being there frequently, we can identify and resolve your issues faster.



COMPLIANCE
We work with you to ensure that Hach instruments meet your compliance needs.



AUDIT READINESS
The annual evaluation of work orders and logbook of maintenance can help you be audit ready.



TRANSPARENCY & CONTROL
Regular reporting and maintenance schedules can provide your internal teams with insights they need.

All of your Hach instruments in safe hands

Care Advantage offers a different approach to looking after your instruments: all instruments under one service plan, including advanced and scheduled routine maintenance tasks.

Taking over users' maintenance tasks

Scheduled Routine Maintenance implies we do what users would normally be responsible for at a regular cadence.

These tasks vary depending on instruments, but our expert team will provide you with the information of what's included based on your equipment. They can include:

- Cleaning tasks
- Routine inspection
- Calibration
- Reagent replacement

Dealing with behind-the-scenes complexity

Care Advantage also includes more complicated and specialised tasks that require special tools and skills that we are 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. Example tasks can include, depending on the equipment type:

- Replacement of parts
- Cleaning and inspection of internal components
- Hardware checks
- System diagnostics
- Troubleshooting

Care Advantage, Hach's one-stop solution for multiple services





All parts included

Under a Care Advantage contract, all your wear and spare parts costs are included. During routine and advanced maintenance, we will inspect and replace parts as necessary. We will also assess probability of parts failure to prevent breakdowns.

No hidden costs – all included in your plan

Continuity of operations

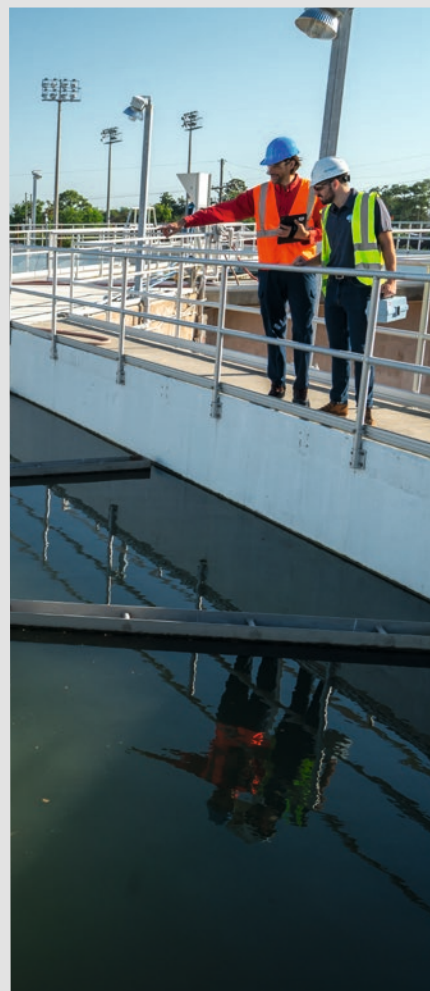
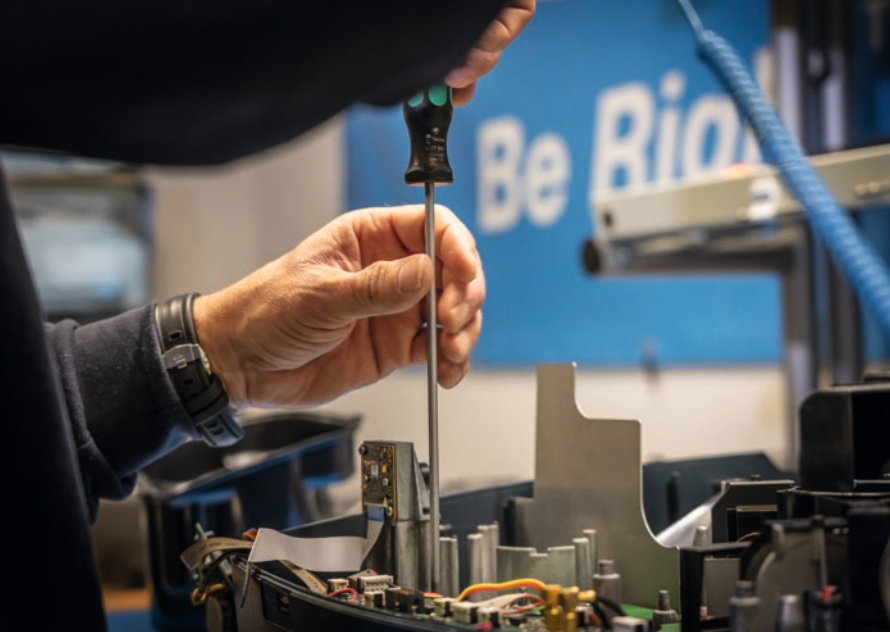
Depending on the equipment you have on site, Care Advantage offers free loaner instruments, should they need to be sent off to our centre for repair.

The loaner instrument gets shipped to you, with a return label. Shipping costs are included in your plan. We take care of this process, so you don't have to worry about anything and continue with your operations.

Training for your staff

As part of the Care Advantage program, your internal teams will benefit from training provided by Hach specialists. We want your staff to be always up to date with Hach equipment handling and day-to-day operations. Whether they are first time users or need refresher training, Care Advantage has it covered.

Care Advantage, the complete service solution for all your Hach instruments



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It's easy to sign up.
Get **Care Advantage** today.



Contact your Hach Sales Representative



Call the Service Team



Send an Email: monique.beijnes@hach.com

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Complete service solution for all your instruments