HACH® SERVICE

CLT10 and CLF10
WarrantyPlus Partnership

Your Hach **CLT10/CLF10** WarrantyPlus® Partnership provides full coverage, including parts, labor, and travel for startup and one scheduled preventative maintenance visit performed by a Hach Field Service Technician. The WarrantyPlus Partnership also includes any additional repair 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 any instrument alarm and warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Replace chlorine sensor membrane cap (annually) and electrolyte.
- Clean flow cell and verify flow sensor operation.
- Calibrate chlorine sensor and temperature.
- Verify pH sensor operation (if equipped)*.
- Update firmware to current version.

Repairs

- Perform any necessary repair service with parts, labor, and travel included.
- Includes sending unit to the Hach Service Center at no additional charge if unable to repair in the field. This instrument will go to the head of the repair queue.
- 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).

*The CLF10 and CLT10 can be equipped with an optional pH sensor. The pH Sensor performance will be checked by Hach Service while on site. However, coverage of the sensor itself is purchased separately. Please ask for PMP-GLPHORP-1V for coverage of your pH sensor.

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