



Lachat BD40 Block Digestor WarrantyPlus Partnership

Your Lachat **BD40 Block Digestor** WarrantyPlus® Partnership provides full coverage, including startup service or one scheduled preventative maintenance visit performed on site by a Hach Field Service Technician. 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, as repairs cannot be performed on site.

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.

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

Maintenance/Verification of Instrument Performance

- Perform limited instrument cleaning
- Evaluate any error conditions
- Verify instrument operating voltages
- Verify temperature is within specifications

Repairs

- If repair is needed, the unit must be sent to the Hach Service Center.
- Parts, labor, return shipping, and priority repair status are all included.
- Abuse, neglect, and acts of God not covered.

Reporting

- Provide Hach Field Service Report with complete documentation of service performed and measurements/readings.

Training

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