HACH® SERVICE

LDO Model 2

WarrantyPlus Partnership

Your Hach **LDO Model 2** WarrantyPlus® Partnership provides full coverage, including parts, labor, and travel for startup or one scheduled preventative maintenance visit performed by a Hach Field Service Technician. The WarrantyPlus Partnership also includes any additional on-site visits authorized by the Hach Technical Support Team upon completion of remote troubleshooting. A priority toll-free support number 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.
- Verify all instrument connections (including initial evaluation of the network topography).
- Evaluate any instrument alarm or warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Inspect probe for signs of damage and/or leakage.
- Perform diagnostics and verify probe communication to the controller.
- Replace sensor cap and program calibration information into the probe. If sensor cap replacement is not needed, provide customer with spare sensor cap.
- Calibrate the probe following manual instructions.
- Verify software and update as necessary.

Repairs

- Repair of this probe is not possible. If the probe fails, a warranty replacement will be issued.
- 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).

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