HACH® SERVICE

3100 LDO

Bench Service Partnership

Your Hach **3100 LDO** Bench Service Partnership (BSP) provides factory bench repair at no additional charge. Call your Hach Technical Support Team for instructions on how to send in to the factory. To contact your Hach Technical Support Team call the Special Priority toll free number, this is included with your Partnership documentation. Call technical support to trouble shoot your specific instrument. Please have your contract#, Model# & Serial# available when you call.

Your Hach **3100 LDO Bench Service Partnership** provides the following at no additional charge:

- Yearly 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.
- Review and evaluate user programmed parameters.
- Evaluate all instrument alarm and warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Inspect for signs of damage and/or leakage.
- Replace LDO sensor cap and program calibration information into sensor.
- Calibrate the LDO sensor following manual instructions.
- Verify software and update as necessary.

Factory Repairs

- Perform any needed repairs with parts and labor included.
- Abuse or Acts of God are 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.

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