



**DR300 Pocket Colorimeter
BenchPlus Service Partnership**

Your Hach **DR300 Pocket Colorimeter** BenchPlus Service Partnership provides one scheduled preventative maintenance and calibration service performed on site by a Hach Field Service Technician and repairs at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority toll-free 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.

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

- Limited instrument cleaning
- Evaluation of any instrument error conditions
- Battery replacement
- Calibration using NIST traceable filters

Training

- Basic end-user training on general instrument operation and maintenance (advance notice required)

Reporting/Certificate of Performance

- Hach Service Report with complete documentation of service performed and measurements/readings
- Certificate of Instrument Performance for each instrument that successfully passes final testing
- As found data available upon request at time of service scheduling

Repairs

- Any necessary repairs will be performed at the Hach Service Center
- All parts, labor, and return shipping included
- Priority service with five-business-day turnaround time
- Replacement of missing major components not included
- Chemicals, sample cells, manuals, and other accessories not covered
- Abuse, neglect, and acts of God not covered