HACH® SERVICE

EZ Series Analyzer
WarrantyPlus Partnership

Your Hach **EZ Series Analyzer** WarrantyPlus® Partnership provides full coverage, including parts, labor, and travel for startup and three scheduled preventative maintenance visits 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 or warning conditions (internal to your Hach instrument).
- Inspect crucial parts like valves, pumps, and pistons, and replace if necessary.
- Replace tubing.
- Replace electrodes annually (if applicable).
- Perform validation of the analyzer and calibrate if necessary.*

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).

** Customer is responsible for purchasing all reagents and standards.*
*** Replacement of EZ5000 Photometer Probe and EZ7300 PMT Sensor are not included outside of warranty period. Replacement outside of warranty will be charged separately.*

DOC063.53.38105 May20

Confidential - Company Proprietary