

Bench Service Partnership



The Bench Service Partnership is an all-inclusive plan with services performed at the Hach Service Center. This plan is ideal for laboratory and portable instruments and online sensors that are easy to ship. It is a great option if you are looking for the most economical full-coverage plan or if you need service for a small number of instruments.

Benefits

- Ensures measurement accuracy & maximum instrument uptime
- Service and performance documentation supports quality management and compliance
- Loaner instruments ensure continuous operations during service
- Prevents issues & extends instrument life
- Eliminates unplanned service expenses
- Immediate resolution to most issues over the phone

Service Plan Highlights

- Maintenance, calibration, and certification service at the Hach Service Center according to the specific instrument requirements
- Full coverage for repairs at the Hach Service Center
- Free loaner instruments during service (subject to availability)
- Advanced maintenance leverages tools and in-depth diagnostics exclusive to Hach Service
- Priority 5-business-day turnaround (not including shipping time)
- Free second-day return shipping
- Priority status for remote troubleshooting with live technical specialists

One-year term is standard. Bench Service Partnership and loaners are not available for all Hach instruments. Consult your local Hach Sales or Service representative to discuss availability.

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 In the interest of improving and updating its equipment, Hach Company reserves the right to alter specifications to equipment at any time.

Establish - Extend - Elevate - Performance

ESTABLISH PERFORMANCE	Commissioning	
	Calibration/Certification	✓
EXTEND PERFORMANCE	Routine Maintenance	✓
	Repair	✓
ELEVATE PERFORMANCE	Advanced Maintenance	✓
	Remote Monitoring	
PARTS INCLUDED	Maintenance Parts	✓
	Repair Parts	✓
SERVICE LOCATION	On Site	
	Hach Service Center	✓