



HQ Series Meter Preventative Maintenance Partnership

Your Hach **HQ Series Meter** Preventative Maintenance Partnership (PMP) provides scheduled preventative maintenance performed on site by a Hach Field Service Technician. The PMP also includes unlimited technical support using 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

- Limited instrument cleaning
- Meter update to latest firmware version
- Evaluation of any instrument error or warning conditions
- 9-point inspection, including function check and diagnostics
- Calibration of attached probes using NIST traceable standards where applicable*
- Verification of proper data storage

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 Performance stored in the meter upon passing final testing

**Excludes ISE probes. LDO/LBOD sensor cap replacement requires separate coverage.*