HACH® SERVICE

HQ Series Meter
Bench Service Partnership

Your Hach **HQ Series Meter** Bench Service Partnership (BSP) provides full coverage for maintenance, certification, and repair at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority support 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.

Your Hach **HQ Series Meter Bench Service Partnership** provides the following:

- Annual preventative maintenance and certification service
- Full coverage for instrument repairs
- Priority service with five-business-day turnaround time
- Loaner instrument of similar functionality, dependent upon availability
- Free return shipping upon completion of service
- Unlimited priority technical support

When your instrument is being serviced, the Hach Service Technician will complete:

Maintenance/Verification of Instrument Performance

- Perform limited instrument cleaning.
- Update firmware to latest version.
- Evaluate any instrument error or warning conditions.
- Perform 9-point inspection, including function check and diagnostics

Repairs

- Perform any needed repairs, with parts and labor included.
- Abuse, neglect, and acts of God are not covered.

Reporting/Certificate of Performance

- Provide Hach Field Service Report with complete documentation of service performed and measurements/readings.
- Store Certificate of Instrument Performance in the meter upon passing final testing.

NOTE: Intellical probes are not covered under this service partnership or included with loaners. Please do not send any probes when shipping your meter in for service.

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