HACH® SERVICE

918Xsc
(9184sc, 9185sc, 9187sc)
WarrantyPlus Partnership

Your Hach **918Xsc** WarrantyPlus® Partnership provides full coverage, including parts, labor, and travel for startup and one scheduled preventative maintenance visit 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.
- Verify all instrument connections (including initial evaluation of the network topography).
- Evaluate any instrument alarm or warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Replace probe membranes every 6 months, inspect electrodes, recall slope, and clean as required.
  - Customer is responsible to change membranes as needed based on condition of sample. May need membrane replacement monthly or more frequently depending on sample condition.
- Verify minimum/maximum sample flow rate.
- Inspect/calibrate temperature sensor with digital thermometer.
- Replace consumable tubing internal to the analyzer and clean flow cells.
- Verify software and update as necessary.

Repairs

- Perform any necessary repair service, with all parts and labor 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).

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