



**Lico 620/690**  
**BenchPlus Service Partnership**

Your Hach **Lico 620/690 BenchPlus Service Partnership** provides full coverage for on-site maintenance and factory repairs. Once instruments are on the Service Plan, there is no need for additional POs throughout the year. This plan includes:

- One on-site visit per year for calibration, certification, and preventative maintenance, **or** one startup visit (advance notice required for startup service)
- Factory repairs
- Five-business-day turnaround time for factory service
- Return shipping from the factory upon completion of service
- Unlimited Hach technical support

***On-site Verification of Instrument Performance/Maintenance***

- Limited instrument cleaning
- Evaluation of any instrument error conditions
- Halogen lamp replacement
- Software update to current version
- Calibration using NIST traceable filters

***Factory Repairs***

- Repair service as needed, with all parts and labor costs included
- Abuse, neglect, and acts of God are not covered

***Reporting/Certificate of Performance***

- Hach Service Report with complete documentation of service performed and measurements/readings
- Certificate of Instrument Performance for each instrument that successfully passes final testing
- As found data available upon request at time of service scheduling

***Training***

- Basic end-user training on general instrument operation and maintenance (advance notice required)