



HQ Series Meter ProtectionPlus Plan

Your Hach **HQ Series Meter** ProtectionPlus Plan provides full repair coverage for five years after purchase. As needed, call your Hach Technical Support Team for assistance using the priority support number included with your service plan 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 agreement term. All instrument repairs are covered and are arranged through Hach's convenient return process.

Your Hach **HQ Series Meter ProtectionPlus Plan** provides the following:

- Full coverage for repairs at the Hach Service Center
- Priority service with five-business-day turnaround time
- Free return shipping upon completion of repairs
- Unlimited priority technical support

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

Repair Service

- Limited instrument cleaning
- Evaluation of any instrument error or warning conditions
- Repair service as needed, with all parts and labor costs included
- Verification that meter functions to specifications after repair
- Probes and accessories not covered
- Loaner instruments not included
- Abuse, neglect, and acts of God not covered

Reporting

- Hach Service Report with complete documentation of service performed and measurements/readings