HACH® SERVICE

## Ultraturb sc
## WarrantyPlus Partnership

Your Hach **Ultraturb sc** 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.
- Verify instrument operating voltages.
- Replace seals and desiccant bags annually.
- Verify sample flow and adjust as required.
- Replace wiper profile annually.
- Calibrate using 20 NTU StablCal Standard.
- Verify software version and update as necessary.

***Repairs***

- Perform any necessary repair service with parts, labor, and travel 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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