



2100Q
BenchPlus Service Partnership

Your Hach **2100Q BenchPlus Service Partnership** provides the following at no additional charge:

- One **(1)** on-site visit per year for certification and preventative maintenance **or** one **(1)** basic Start-Up. (Advance notice required from the customer if Start-Up is required)
- Factory repair
- Five day turn around for repairs, preventative maintenance, and calibrations
- Toll-free Hach technical support available

Once instruments are on a service plan, there is no need for additional PO's throughout the year; all instrument repairs, calibration, and preventive maintenance goes through Hach's convenient return process.

During the one pre-scheduled site visit, your Hach Field Service Technician will complete:

Verification of Instrument Performance/Maintenance

- Perform limited instrument cleaning.
- Review and evaluate user-programmed parameters.
- Evaluate any instrument error conditions.
- Verify instrument operating voltages.
- Replace lamp assembly.
- Calibrate with Stablcal standards.
- Verify software version and update as necessary.

Factory Repairs

- Perform required repair service including parts and labor as necessary.
- Loaners of similar functionality will be provided upon request, subject to availability.
- Abuse or acts of God are 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).