



**DR1900**  
**BenchPlus Service Partnership**

Your Hach **DR1900 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 (1) 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 all instrument alarm and warning conditions (internal to your Hach instrument)
- Verify instrument operating voltages
- Replace batteries if necessary and or applicable
- 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 from the customer.)