



## FH950 Bench Service Partnership

Your Hach **FH950** Bench Service Partnership (BSP) provides full coverage for maintenance and repair at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority number included with your partnership 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 year. All instrument services are covered and are arranged through Hach's convenient return process.

Your Hach **FH950 Service Plan** provides the following at no additional charge:

- Annual preventative maintenance, certification, and sensor calibration\*
- Full coverage for repairs\*\*
- Priority service with five-business-day turnaround time
- Free loaner instrument during repair
- Free return shipping upon completion of service
- Unlimited, priority Hach technical support

### ***Maintenance/Verification of Instrument performance***

- Perform limited instrument cleaning
- Evaluate any instrument error and warning conditions
- Verify display functionality
- Verify instrument operating voltage
- Replace memory battery as needed
- Calibrate attached sensor\*
- Update software to current version

### ***Factory Repairs***

- Perform any necessary repair service, with parts and labor included\*\*
- Loaner instrument provided at no additional charge dependent upon availability
- Abuse, neglect, and acts of God not covered

### ***Reporting/Certificate of Performance***

- Provide Hach Service Report with complete documentation of service performed and measurements/readings
- Issue Certificate of Instrument Performance for each instrument that successfully passes final testing

\* FH950 meter must accompany the sensor for calibration service.

\*\* Attached sensor not covered for repair or replacement.