



### FL9XX Flow Logger (Wireless) Bench Service Partnership

Your Hach **FL900, FL901, FL902 or FL904** Bench Service Partnership (BSP) provides factory bench repair at no additional charges. Call your Hach Technical Support Team for instructions on how to send in to the factory. To contact your Hach Technical Support Team call the Special Priority toll free number, this is included with your Partnership documentation. Call technical support to trouble shoot your specific instrument. Please have your contract#, Model# & Serial# available when you call.

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.

Your Hach **FL900, FL901, FL902 or FL904 Bench Service Partnership** provides the following:

- Yearly certification and preventative maintenance
- Factory repair
- Priority service with five-business-day turnaround time
- Return shipping from the Hach Service Center upon completion of service
- Unlimited, priority Hach technical support

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

- Perform limited instrument cleaning
- Verify unit holds pressure (leak test).
- Verify communications (local wired RS-232 – USB)
- Verify wireless communication (ensure instrument calls in and is recognized by the Hach server).
- Verify log and store data.
- Replace internal desiccants and memory battery if deemed necessary.
- Evaluate all instrument alarm and warning conditions (internal to your Hach instrument)
- Verify software version and update as necessary

#### ***Factory Repairs***

- Perform required repair service including parts and labor as necessary
- Abuse or Acts of God are not covered.
- Rain Gauge 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.