



TSS sc
Bench Service Partnership

Your Hach **TSS sc*** Bench Service Partnership (BSP) provides full coverage for maintenance and repair at the factory. As needed, call your Hach Technical Support Team for assistance using the Special Priority toll free number, which is included with your Partnership documentation. If repair is required, you will be given instructions on how to send your unit to the factory. Please have your contract number, model number, and serial number 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.

Your Hach **TSS sc Bench Service Partnership** provides the following at no additional charge:

- Annual preventative maintenance, calibration, and certification
- Repairs at the Hach Service Center
- 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.
- Review and evaluate user-programmed parameters.
- Evaluate all instrument alarm and warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Verify sensor operation.
- Replace wiper, wiper shaft O-rings, and fittings once a year or as necessary.
- Calibrate for turbidity with StablCal Turbidity Standards.
- Verify software version and update as necessary.

Repairs

- Perform any necessary repairs, with parts and labor included.
- Abuse, neglect, and acts of God are 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.

*Does not include high temperature (HT) version