HACH® SERVICE

SC1000 Controller
WarrantyPlus Partnership

Your Hach **SC1000** WarrantyPlus® Partnership provides full coverage, including parts, labor, and travel for startup or one scheduled preventative maintenance visit performed by a Hach Field Service Technician. The WarrantyPlus Partnership also includes any additional repair visits authorized by the Hach Technical Support Team and a priority support number that will be included with your partnership documentation.

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

Maintenance/Verification of Instrument Performance

- Perform limited instrument cleaning.
- Review and evaluate user-programmed parameters.
- Evaluate any instrument alarm or warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Perform diagnostics and communication to connected sensors.
- Verify network communication via installed communication card.
- Calibrate recorder outputs for each connected sensor.
- Verify relay setup and operation, if applicable.
- Verify software version and update as necessary.

Repairs

- Perform any necessary repair service with parts, labor, and travel included.
- Includes sending unit to the Hach Service Center at no additional charge if unable to repair in the field. This instrument will go to the head of the repair queue.
- Abuse, neglect, and acts of God 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).

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