HQD Digital Meter
Bench Service Partnership

Your Hach **HQD Digital Meter** 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 toll-free 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 **HQD Bench Service Partnership** provides the following:

- Annual preventative maintenance and certification service
- Full coverage for instrument repairs
- Priority service with five-business-day turnaround time
- Free return shipping upon completion of service
- Unlimited priority Hach technical support

When your instrument is being serviced, the Hach Service Technician will complete:

Maintenance/Verification of Instrument Performance

- Perform limited instrument cleaning.
- Evaluate any instrument error or warning conditions.
- Verify instrument operating voltages.
- Perform physical inspection of meter.
- Perform display test.
- Update firmware to latest version.

Repairs

- Perform any needed repairs, with parts and labor included.
- Loaners of similar functionality provided upon request, subject to availability.
- Abuse, neglect, and 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.

NOTE: Intellical probes are not covered under this service partnership

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