CL17
Bench Service Partnership

Your Hach **CL17** Bench Service Partnership (BSP) provides factory bench repair at no additional charge. 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 **CL17 Bench Service Partnership** provides the following at no additional charge:

- Biannual certification and preventative maintenance
- Factory repair
- Priority service with five-business-day turnaround time
- Unlimited, priority technical support
- Free second-day return shipping

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
- Replace tubing and fittings as necessary
- Verify Reagent dispensation system
- Verify Colorimeter operation
- Verify software version and update as necessary

Repairs

- Perform required repair service including parts and labor as necessary
- Abuse or 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.

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