SC200 Controller
Bench Service Partnership

Your Hach **SC200 Controller** Bench Service Partnership (BSP) provides full coverage for maintenance, certification, and repair at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority support 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.

Your Hach **SC200 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

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.
- Verify software version and update as necessary.

Factory Repairs

- Perform repair service as needed with parts and labor included.
- Abuse or 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.

DOC063.53.38188

Confidential - Company Proprietary