



Sonatax sc
Bench Service Partnership

Your Hach **Sonatax sc** 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 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 **Sonatax sc Bench Service Partnership** provides the following:

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

Maintenance/Verification of Instrument Performance

- Limited instrument cleaning
- Evaluation of user-programmed parameters
- Evaluation of any instrument alarm or warning conditions
- Verification of instrument operating voltages
- Verification of sensor operation
- Wiper and wiper holder/coupler replacement as necessary
- Software update to current version

Repairs

- Repair service as needed, with all parts and labor costs included
- Abuse, neglect, and acts of God not covered

Reporting/Certificate of Performance

- Hach Service Report with complete documentation of service performed and measurements/readings
- Certificate of Instrument Performance for each instrument that successfully passes final testing