HACH® SERVICE

DR6000 Spectrophotometer
BenchPlus Service Partnership

Your Hach **DR6000 BenchPlus Service Partnership** provides the following at no additional charge:

- One **(1)** on-site visit per year for certification and preventative maintenance **or** one **(1)** basic Start-Up. (Advance notice required from the customer if Start-Up is required)
- Factory repair
- Five day turn around for repairs, preventative maintenance, and calibrations
- Toll-free Hach technical support available

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.

During the one (1) pre-scheduled site visit, your Hach Field Service Technician will complete:

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 Halogen lamp assembly if necessary (Note: UV lamp is not a PM item and will not be covered during initial evaluation)
- Verify software version and update as necessary

Factory Repairs

- Perform required repair service including parts and labor as necessary
- Loaners of similar functionality will be provided upon request, subject to availability
- Abuse or 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.

Training

- Provide basic end user training on general instrument operation and maintenance (Advance notice required from the customer.)

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