HACH® SERVICE

EZ Series Analyzer
Bench Service Partnership

Your Hach **EZ Series Analyzer** Bench Service Partnership (BSP) provides full coverage for maintenance and repair at the factory. As needed, call your Hach Technical Support Team for assistance using the Special Priority toll free number, which is included with your Partnership documentation. If repair is required, you will be given instructions on how to send your unit to the factory. Please have your contract number, model number, and serial number available.

Once instruments are on a Service Plan, there is no need for additional POs throughout the year. All instrument repairs, calibration, and preventive maintenance go through Hach's convenient return process.

Your Hach **EZ Series Analyzer Bench Service Partnership** provides the following at no additional charge:

- Annual preventative maintenance, calibration, and certification
- Factory repairs
- Priority service with five-business-day turnaround time
- Return shipping from the Hach Service Center upon completion of service
- Unlimited, priority Hach technical support

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)
- Inspect crucial parts like valves, pumps and pistons, and replace if necessary
- Replace tubing
- Replace electrodes annually (if applicable)
- Perform validation of the analyzer and calibrate if necessary

Factory Repairs

- Perform any necessary repairs, with parts and labor included*
- Abuse, neglect, and 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

** EZ5000 Photometer Probe and EZ7300 PMT Sensor are not included. Replacement will be done on an as-needed basis and charged separately.*

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