

BenchPlus Partnership



The BenchPlus Partnership is a full-coverage plan available for instruments that can be maintained on-site, but repaired only at the Hach Service Center. For these instruments, this plan is the ideal option if you value on-site service and are looking for an all-inclusive plan with a fixed annual cost.

Benefits

- Ensures maximum instrument uptime & peak performance
- Peace of mind that critical service is done right
- Prevents issues & extends instrument life
- Loaner instruments ensure continuous operations during service
- Eliminates unplanned service expenses
- Maximizes time for other priorities
- Immediate resolution to most issues over the phone

Service Plan Highlights

- On-site maintenance, calibration, and certification service according to the specific instrument requirements
- Advanced maintenance leverages tools and in-depth diagnostics exclusive to Hach Service
- Full coverage for repairs at the Hach Service Center
- Free loaner instruments during repair (subject to availability)
- Priority 5-business-day turnaround (not including shipping time)
- Travel and second-day return shipping costs included
- Priority status for remote troubleshooting with live technical specialists

One-year term is standard. BenchPlus Partnership and loaners are not available for all Hach Instruments. Consult your local Hach Sales or Service representative to discuss availability.

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 In the interest of improving and updating its equipment, Hach Company reserves the right to alter specifications to equipment at any time.

Establish - Extend - Elevate - Performance

ESTABLISH PERFORMANCE	Commissioning	✓
	Calibration/Certification	✓
EXTEND PERFORMANCE	Routine Maintenance	✓
	Repair	✓
ELEVATE PERFORMANCE	Advanced Maintenance	✓
	Remote Monitoring	
PARTS INCLUDED	Maintenance Parts	✓
	Repair Parts	✓
SERVICE LOCATION	On Site	✓*
	Hach Service Center	✓*

**Maintenance performed on site. All repairs performed at the Hach Service Center.*