



### HQ Series Meter BenchPlus Partnership

Your Hach **HQ Series Meter** BenchPlus Partnership provides full coverage for one scheduled preventative maintenance, calibration, and certification service performed on site by a Hach Field Service Technician and repairs 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.

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.

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

#### ***Maintenance/Verification of Instrument Performance***

- Limited instrument cleaning
- Meter update to latest firmware version
- Evaluation of any instrument error or warning conditions
- 9-point inspection, including function check and diagnostics
- Calibration of attached probes using NIST traceable standards where applicable\*
- Verification of proper data storage

#### ***Training***

- Basic end-user training on general instrument operation and maintenance (advance notice required)

#### ***Reporting/Certificate of Performance***

- Hach Service Report with complete documentation of service performed and measurements/readings
- Certificate of Performance stored in the meter upon passing final testing

#### ***Repairs***

- Any needed repairs will be performed at the Hach Service Center
- All parts, labor, and return shipping included
- Priority service with five-business-day turnaround time
- Loaners of similar functionality provided upon request, subject to availability
- Probes and accessories not covered or included with loaners
- Abuse, neglect, and acts of God not covered

*\*Excludes ISE probes. LDO/LBOD sensor cap replacement requires separate coverage.*