



Sonatax sc
BenchPlus Service Partnership

Your Hach **Sonatax sc BenchPlus Service Partnership** provides one scheduled preventative maintenance visit performed on site by a Hach Field Service Technician and repairs at the Hach Service Center. This service plan also includes any additional on-site visits authorized by the Hach Technical Support Team and a priority toll-free number that will be included with your service plan documentation.

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
- Evaluate Hach-supplied sample conditioning equipment and probe mounting devices
- Verify sensor operation
- Replace wiper & wiper holder/coupler as necessary
- Verify software version and update as necessary

Factory Repairs

- Any necessary repairs will be performed at the Hach Service Center
- All parts, labor, and return shipping included
- Five-day turnaround time
- Abuse, neglect, and acts of God 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

Training

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