

Self-Service Partnership



The Self-Service Partnership is available for select instruments to support you in performing routine maintenance on your own. If you value the benefits of Hach Service's 3-Point Protection, we recommend considering one of our other service plan options.

Benefits

- Peace of mind that you have the right knowledge to operate the instrument and perform critical routine maintenance
- Convenience of having the right supplies just when you need them
- Reduced administrative burden for instrument maintenance management
- Prevents issues & extends instrument life
- Immediate resolution to most issues over the phone

Service Plan Highlights

- Includes everything needed for operation and do-it-yourself routine maintenance
- Pre-scheduled shipments of applicable reagents, maintenance parts, verification kits, and cleaning supplies through Hach's Pick & Ship program
- Special access to a reference library on Hach Support Online containing instructional videos and other training materials
- Priority status for remote troubleshooting with live technical specialists

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	

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

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