## Protect Your Investment and Peace of Mind

With Hach® Service Plans you have a global partner who understands your unique service needs and cares about delivering timely, high-quality service you can trust. Our Technical Support, Field Service, and Central Service Teams work together with unique expertise to help you Establish, Extend, and Elevate performance.

Whether you are looking for only basic support, all-inclusive service coverage, or even advanced digital services for process optimisation, we have you covered.

## Service Plan Benefits

- Maximise Instrument Uptime
- Ensure Data Integrity
- Maintain Operational Stability
- Reduce Compliance Risk
- Eliminate Unplanned Expenses

## Establish - Extend - Elevate - Performance



## Partnership for Success

With a Service Plan, you can trust that Hach is invested in a long-term partnership to help you achieve your goals.

### Our Commitment to You

- Listen and deeply understand your needs
- Deliver services on time and of the utmost quality
- Continuously improve
- Innovate service as technology and capabilities advance
- Be here for the long term, in all circumstances, committed to your success and to our mission of ensuring water quality for people around the world

## Hach Service Plans Go Far Beyond the Factory Warranty

| Service Feature | Factory Warranty | Hach Service Plans* |
|---|---|---|
| Repair of Manufacturing Defects | ✓ | ✓ |
| Unlimited Tech Support | ✓ | ✓ |
| Service Performed at Service Center | ✓ | ✓ |
| Service Performed On-Site | ✗ | ✓ |
| Priority Response / Turnaround Time | ✗ | ✓ |
| Commissioning/Startup** | ✗ | ✓ |
| Operation & Maintenance Instruction | ✗ | ✓ |
| Regular Calibration | ✗ | ✓ |
| Regular Performance Certification | ✗ | ✓ |
| Scheduled Maintenance & Parts | ✗ | ✓ |
| Repairs & Parts Through the Lifecycle | ✗ | ✓ |
| In-depth System Diagnostics | ✗ | ✓ |
| Remote Monitoring | ✗ | ✓ |
| Travel / Expedited Shipping Costs | ✗ | ✓ |

* *Specific coverage and inclusions vary based on the instrument and service plan selected. Consult your local Hach Sales or Service representative to learn more.*

** *Installation not included*

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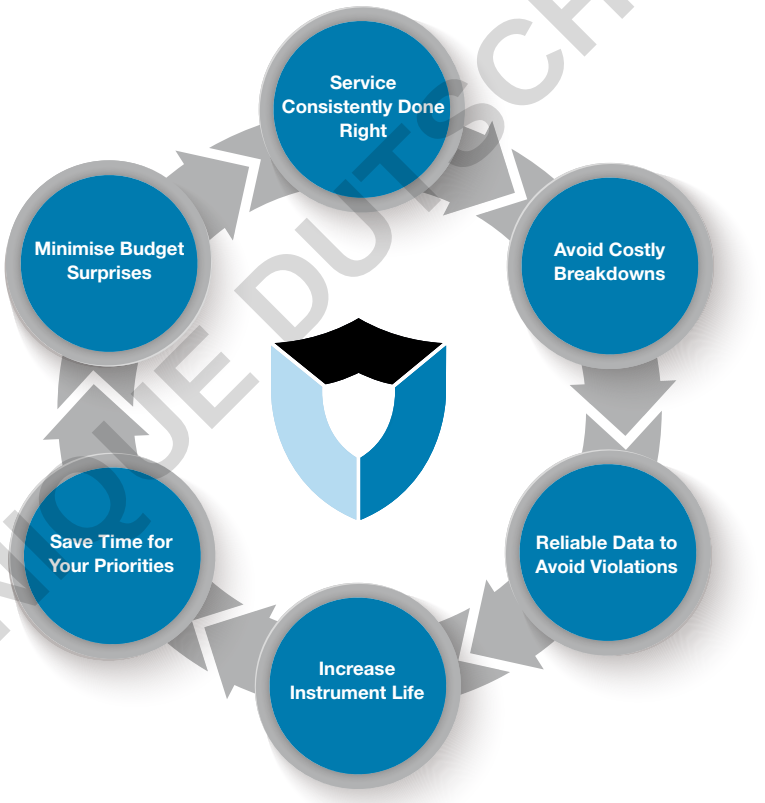
Service

# Unique to Hach Service

Although there are many service providers out there and capable in-house staff, partnering with Hach provides key

| Hach Advantage | What It Means |
|---|---|
| Specialised Hach product knowledge & expertise | Confidence service is done right |
| Faster access to parts & materials | More uptime & process stability |
| Largest global direct field service technician base | Consistent service experience |
| Unrivalled online support resources | Direct access to expert answers 24/7 |
| Large team of highly-skilled, live technical specialists | Easier troubleshooting & rapid resolution |
| System for managing maintenance schedules | Less effort to keep Hach assets maintained |
| Manufacturer's certification | Assurance in compliance audits |

## Hach Service Plans Pay Off




Consult your local Hach Sales or Service representative to learn more about our service offerings or to get started. You can also find additional information, including local service contact, online at: **www.hach.com/service**

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HACH®
Be Right™