

# Field Service Partnership



The Field Service Partnership is a full-coverage plan typically available for instruments that can be repaired on site and are past the factory warranty period. This 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
- 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 on-site repairs
- Priority response time
- Travel cost included
- Priority status for remote troubleshooting with live technical specialists

## Establish - Extend - Elevate - Performance

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

\*For RTC only

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

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