Your Hach Filtrax WarrantyPlus® Partnership provides full coverage, including parts, labor, and travel for startup and three scheduled preventative maintenance visits performed by a Hach Field Service Technician. The WarrantyPlus Partnership also includes any additional repair visits authorized by the Hach Technical Support Team and a priority support number that will be included with your partnership documentation.

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

**Maintenance/Verification of Instrument Performance**
- Perform limited instrument cleaning.
- Review and evaluate user-programmed parameters.
- Verify all instrument connections.
- Verify instrument operating voltages.
- Evaluate air bubble cleaning dispensation system.
- Evaluate filter alarm and warning conditions (internal to your Hach instrument).
- Replace the tubing and fittings as needed.
- Clean or replace filter modules.
- Replace air pump every two years.
- Verify software version and update as necessary.

**Repairs**
- Perform any necessary repair service with parts, labor, and travel included.
- Includes sending unit to the Hach Service Center at no additional charge if unable to repair in the field. This instrument will go to the head of the repair queue.
- Abuse, neglect, and acts of God not covered.

**Reporting/Certificate of Performance**
- Provide Hach Field 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).