

# WHY RISK PERFORMANCE? CHOOSE HACH FOR PEACE OF MIND.

No matter what partnership program you choose, all Hach Serviceplus® Partnership Programs provide the following benefits:

## Confidence in Hach service professionals.

Hach experts have years of experience working on Hach equipment, and applying their certified expertise will ensure that your equipment stays as good as new! Our highly trained experts will professionally fill any instrument knowledge gaps you may have.

## Fixed maintenance budget for the entire year.

All parts, labor, travel and technical support are included in the annual on-site contracts. Preventative maintenance parts are included reducing need for inventory parts. Just one purchase order per year!

## Maximize instrument performance.

With a Partnership Program, Hach will schedule and perform preventative maintenance at factory recommended intervals ensuring that your Hach instrument will continue to provide you with best-in-class accuracy.

## Exclusive priority technical support.

Go to the front of the queue. Receive priority emergency repair at no additional cost, excluding PMP coverage. Or use your exclusive toll-free priority technical support phone number to quickly get your questions answered by Hach instrumentation experts.



## Field Service Partnership (FSP)

- Ideal for process instrumentation
- On-site preventative maintenance and repairs by a certified Hach Field Service Technician
- Unscheduled travel to site for repairs
- Fast on-site response time for emergencies

## Bench Service Partnership (BSP)

- Ideal for lab products, especially spectrophotometers
- At factory, preventative maintenance and repairs by a certified Hach Service Technician
- Return shipping of instrument after maintenance

## Bench Service Partnership Plus

- Ideal for process or lab products\*\*
- Either one On-site preventative maintenance or a Start-up on-site. Included basic operational training\*
- Repairs go to the Bench

## WarrantyPlus™ Upgrade (Upgrade from basic factory warranty.)

- Ideal for process or lab products\*\*
- On-site preventative maintenance and repairs by a certified Hach Field Service Technician
- Start-up on-site—includes basic operational training\*
- Unscheduled travel to site for repairs
- Fast on-site response time for emergencies

## Preventative Maintenance Partnership (PMP)

- Ideal for process or lab products\*\*
- On-site preventative maintenance by a certified Hach Field Service Technician
- Does not include repairs; on demand repairs are available at an additional charge

\*Not required for all products and does not include method specific training—consult with your local sales team. \*\*Some lab products require shipment to factory for repair.

## Hach supports many non-Hach instruments.

Do you have Non-Hach instrumentation that you would like supported under your Partnership Program? Just let us know.

*This service plan overview is for reference only. Please see service terms and conditions for details.*

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Be Right™