

Service



Hach Service

Service plans to protect your investment and peace of mind.

Protect Your Investment and Peace of Mind



With Hach® Service Plans you have a global partner who understands your 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 maximise instrument uptime, ensure data integrity, maintain operational stability, and reduce compliance risk. All at a fixed annual cost that eliminates unplanned expenses.

Elevate Performance

- Advanced Maintenance
- Remote Monitoring

Establish Performance

- Commissioning
- Calibration/Certification



Extend Performance

- Routine Maintenance
- Repair

Establish Performance

Commissioning

After investing in a new system, it's important that you get off to a good start with data you can trust and confidence in your ability to properly operate and maintain the equipment. Our commissioning services assure that your new system is calibrated and delivering accurate data, and that you are trained to keep the system running smoothly between service visits.

Calibration/ Certification

We know how important instrument calibration and certification is in maintaining regulatory compliance. As part of every service we provide, we verify that the instrument is performing to our factory specifications and provide the documentation you need to minimise compliance risk.

Extend Performance

Routine Maintenance

Every analytical instrument requires some level of routine maintenance to assure accuracy and minimise downtime. With a Hach Service Plan, we ease the burden by helping you manage your maintenance schedule according to the specific needs of each instrument. When you choose Hach, you can be confident that the highest quality parts are being used and the job gets done right.

Repair

We understand the impact to your process and your operations when your equipment goes down. You need a service partner who has the resources necessary to get you back up and running fast. With repair coverage through a Hach Service Plan, you get priority service from skilled professionals with the knowledge, tools, and parts readily available to restore your equipment to proper operation as quickly as possible.

Elevate Performance

Advanced Maintenance

With ease of use and simpler routine maintenance comes behind-the-scenes complexity that requires special tools and skills that Hach Service is uniquely qualified to provide. Our advanced maintenance services, including in-depth systems diagnostics, detect and prevent potential issues that can degrade performance or reduce the life of the instrument.

Remote Monitoring

When you add remote monitoring services, we can help you get the most out of your investment. Our Specialists will help identify opportunities for optimisation and maximise uptime by identifying potential issues before they result in unplanned maintenance events.



Hach Has a Service Plan to Fit Your Needs.

Every Hach Service Plan* provides:



**ESTABLISH
PERFORMANCE**

Calibration / Certification



**EXTEND
PERFORMANCE**

Routine Maintenance



**ELEVATE
PERFORMANCE**

Advanced Maintenance

All Hach Service Plans also include:

- Parts applicable to the service being provided
- Priority response/turnaround time
- Travel and/or shipping costs
- Hotline support for all technical questions

*Exceptions apply for Protection Plus Plan



Depending on your specific instrumentation service plan options may also include:

- ESTABLISH PERFORMANCE** *Commissioning*
- EXTEND PERFORMANCE** *Repair*
- ELEVATE PERFORMANCE** *Remote Monitoring for RTC*
- LOCATION** *On Site or at the Hach Service Centre*

Service Plan Comparison

At Hach we understand your facilities' problems are unique, and we have developed service plans that can help give you peace of mind about maintaining and supporting your Hach product. Whether it is a lack of resources, compliance concerns, or the need for predictable budgeting, we have plans to meet your unique needs.

| | | Protection Plus Plan | Central Maintenance Service Program |
|------------------------------|---------------------------|----------------------|-------------------------------------|
| ESTABLISH PERFORMANCE | Commissioning | | |
| | Calibration/Certification | | ✓ |
| EXTEND PERFORMANCE | Routine Maintenance | | ✓ |
| | Repair | ✓ | |
| ELEVATE PERFORMANCE | Advanced Maintenance | | ✓ |
| | Remote Monitoring | | |
| PARTS INCLUDED | Wear Parts | | ✓ |
| | Spare Parts | ✓ | |
| SERVICE LOCATION | On Site | | |
| | Hach Service Centre | ✓ | ✓ |

* Specific instruments must be shipped to the Hach Service Centre for repair.

** For RTC only. Please refer to dedicated RTC service plans for more details.

| Field Plus Service Program | Central Plus Service Program | Premium Plus Service Program | Warranty Plus Service Program |
|----------------------------|------------------------------|------------------------------|-------------------------------|
| | | | ✓ |
| ✓ | ✓ | ✓ | ✓ |
| ✓ | ✓ | ✓ | ✓ |
| | ✓ | ✓ | ✓ |
| ✓ | ✓ | ✓ | ✓ |
| | | ✓ ** | |
| ✓ | ✓ | ✓ | ✓ |
| | ✓ | ✓ | ✓ |
| ✓ | | ✓ * | ✓ * |
| | ✓ | | |

Warranty Plus Service Program

The Warranty Plus Service Program is available for new online and lab instrumentation at the time of purchase to provide you with **additional coverage** to supplement the instrument's factory warranty. It is an all-inclusive annual plan that assures you get off to a good start with data you can trust and confidence in your ability to keep the system running smoothly between service visits. After your instrument's factory warranty ends you have flexibility to choose any of our alternative service plans.

Service plan includes:

- Commissioning service with operation and maintenance training
- On-site maintenance, calibration, and certification service according to the specific instrument requirements
- Full coverage for on-site or central repairs*

| | | |
|------------------------------|---------------------------|----|
| ESTABLISH PERFORMANCE | Commissioning | ✓ |
| | Calibration/Certification | ✓ |
| EXTEND PERFORMANCE | Routine Maintenance | ✓ |
| | Repair | ✓ |
| ELEVATE PERFORMANCE | Advanced Maintenance | ✓ |
| | Remote Monitoring | |
| PARTS INCLUDED | Wear Parts | ✓ |
| | Spare Parts | ✓ |
| SERVICE LOCATION | On Site | ✓* |
| | Hach Service Centre | |

* Specific instruments must be shipped to the Hach Service Centre for repair.

Premium Plus Service Program

The Premium Plus Service Program provides **full coverage** for instruments up to eight years old. This is the ideal option for customers who value on-site service and are looking for an all-inclusive plan that eliminates unplanned expenses.

Service plan includes:

- On-site maintenance, calibration, and certification service according to the specific instrument requirements
- Full coverage for on-site or central repairs*

| | | |
|------------------------------|---------------------------|-----|
| ESTABLISH PERFORMANCE | Commissioning | |
| | Calibration/Certification | ✓ |
| EXTEND PERFORMANCE | Routine Maintenance | ✓ |
| | Repair | ✓ |
| ELEVATE PERFORMANCE | Advanced Maintenance | ✓ |
| | Remote Monitoring | ✓** |
| PARTS INCLUDED | Wear Parts | ✓ |
| | Spare Parts | ✓ |
| SERVICE LOCATION | On Site | ✓* |
| | Hach Service Centre | |

* Specific instruments must be shipped to the Hach Service Centre for repair.

** For RTC only. Please refer to dedicated RTC service plans for more details.



Central Plus Service Program

The Central Plus Service Program provides all-inclusive service at the Hach Service Center. This plan is available for most instruments, but is typically purchased for laboratory instruments and online probes that are easy to ship. This is a great option for customers looking for the **most economical full-coverage** plan.

Service plan includes:

- Maintenance, calibration, and certification service at the Hach Service Centre according to the specific instrument requirements
- Full coverage for repairs at the Hach Service Centre

| | | |
|------------------------------|---------------------------|---|
| ESTABLISH PERFORMANCE | Commissioning | |
| | Calibration/Certification | ✓ |
| EXTEND PERFORMANCE | Routine Maintenance | ✓ |
| | Repair | ✓ |
| ELEVATE PERFORMANCE | Advanced Maintenance | ✓ |
| | Remote Monitoring | |
| PARTS INCLUDED | Wear Parts | ✓ |
| | Spare Parts | ✓ |
| SERVICE LOCATION | On Site | |
| | Hach Service Centre | ✓ |

Field Plus Service Program

The Field Plus Service Program provides maintenance service only and is available for most instruments. Repair service is billed separately. This is a **lower-cost option** for customers who do not need full coverage and prefer on-site service.

Service plan includes:

- On-site maintenance, calibration, and certification service according to the specific instrument requirements

| | | |
|------------------------------|---------------------------|---|
| ESTABLISH PERFORMANCE | Commissioning | |
| | Calibration/Certification | ✓ |
| EXTEND PERFORMANCE | Routine Maintenance | ✓ |
| | Repair | |
| ELEVATE PERFORMANCE | Advanced Maintenance | ✓ |
| | Remote Monitoring | |
| PARTS INCLUDED | Wear Parts | ✓ |
| | Spare Parts | |
| SERVICE LOCATION | On Site | ✓ |
| | Hach Service Centre | |

Central Maintenance Service Program

The Central Maintenance Service Program provides only maintenance service at the Hach Service Centre. Repair service is billed separately. This is the **most economical option** for customers who do not need full coverage.

Service plan includes:

- Maintenance, calibration, and certification service at the Hach Service Centre according to the specific instrument requirements

| | | |
|------------------------------|---------------------------|---|
| ESTABLISH PERFORMANCE | Commissioning | |
| | Calibration/Certification | ✓ |
| EXTEND PERFORMANCE | Routine Maintenance | ✓ |
| | Repair | |
| ELEVATE PERFORMANCE | Advanced Maintenance | ✓ |
| | Remote Monitoring | |
| PARTS INCLUDED | Wear Parts | ✓ |
| | Spare Parts | |
| SERVICE LOCATION | On Site | |
| | Hach Service Centre | ✓ |

Protection Plus Plan

The Protection Plus Plan is available for select laboratory and portable instruments. It is a five-year, non-renewable plan that covers any needed repairs at the Hach Service Centre and essentially acts as an extended warranty.

Service plan includes:

- Repairs at the Hach Service Centre for five years after purchase

| | | |
|------------------------------|---------------------------|---|
| ESTABLISH PERFORMANCE | Commissioning | |
| | Calibration/Certification | |
| EXTEND PERFORMANCE | Routine Maintenance | |
| | Repair | ✓ |
| ELEVATE PERFORMANCE | Advanced Maintenance | |
| | Remote Monitoring | |
| PARTS INCLUDED | Wear Parts | |
| | Spare Parts | ✓ |
| SERVICE LOCATION | On Site | |
| | Hach Service Centre | ✓ |

Other services available from Hach:

- Training
- Qualification of measuring systems (IQ/OQ)
- On-demand preventative maintenance
- On-demand repairs
- On-demand commissioning service

For more information about the Hach Service Plans available for your specific instrumentation, contact your local Hach Sales Representative, Hach Service Sales, or visit [Hach.com](https://www.hach.com).



www.hach.com

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In the interest of improving and updating its equipment, Hach Company reserves the right to alter specifications to equipment at any time.

