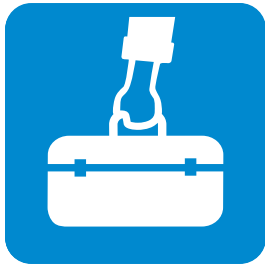

BE CONFIDENT WITH
HACH
SERVICE



Increase your confidence and peace of mind, knowing you've put your instrument maintenance and repair in expert hands.



Be Right™

REDUCE YOUR RISK AND SET YOURSELF UP FOR SUCCESS WITH HACH SERVICE.

Reduce equipment
downtime.

Ensure accuracy
with regular
maintenance.

Repair instruments
faster with priority
response.

Be confident.

Service from a trusted source.

There is much to be gained by having your instruments serviced directly by the company that designed them. Our highly qualified, factory-trained & certified service team offers the most knowledge and experience in the industry. Plus, no other company has a direct line to manufacturer support and parts like we do. We have direct access to sales, logistics, R&D, and even the instrument development engineering teams.

By partnering with Hach® Service you know you've put your instruments in expert hands.

Over 250 Hach Service associates confidently offer support in 22 countries throughout Europe applying their certified expertise to over 240 different Hach instruments – ensuring your equipment stays as good as new. Our experience is truly unmatched.

A SOLUTION TO FIT YOUR NEEDS.

By having regular on-site preventative maintenance and calibration, you maximise your measurement reliability and instrument uptime. Hach Service Programs give you full assurance that your instruments stay in compliance, and you stay within your budget.

All of our Service Programs provide you with:



Regular factory-recommended preventative maintenance visits



Verification of instrument performance and operational reliability improvements (e.g. software updates, hardware changes)



Inspection protocol for your quality management



Certificates according to international ISO standard



Hotline support for all technical questions

In addition, you can select:

- Corrective repairs, either on-site or in our Central Service Center
- Priority response times
- Parts inclusion (wear and/or spares)

FIELD SERVICE PROGRAM

Choosing a Hach instrument for your water quality analysis needs was a great choice. By choosing the Field Service Program you ensure your instrumentation continues to work as accurately as specified. With Field Service, you receive ongoing preventive maintenance at factory-recommended intervals from qualified Hach Service Technicians to maintain optimal equipment performance and longevity.

Specific Program Highlights:

- Regular on-site factory-recommended maintenance visits
- Committed on-site response time of 4 working days in the event of breakdown
- Wear parts charged upon consumption during maintenance visits
- Fixed repair price in the event of necessary repair visits

Yearly fee covers:

- Field maintenance work
- Travel expenses
- On-site response time commitment of 4 working days

Field Maintenance	Central Maintenance	Wear Parts
Field Repairs	Central Repairs	Spare Parts
Travel	Shipping	Response Time 4 Days

Blue boxes indicate features included in Field Service Program.

FIELD PLUS SERVICE PROGRAM

With the Field Plus Service Program, you receive everything offered in the Field Service Program PLUS the cost of all necessary wear parts that are needed during the Hach Service visit. So not only are you ensuring your Hach instrument continues to provide outstanding accuracy, you're also making budget management easier by eliminating surprise expenses.

Specific Program Highlights:

- Regular on-site factory-recommended maintenance visits
- Committed on-site response time of 4 working days in the event of breakdown
- Includes wear part replacements required during maintenance visits
- Fixed repair price in the event of necessary repair visits

Yearly fee covers:

- Field maintenance work
- Travel expenses
- All wear parts required during a Hach maintenance visit
- On-site response time commitment of 4 working days

Field Maintenance	Central Maintenance	Wear Parts
Field Repairs	Central Repairs	Spare Parts
Travel	Shipping	Response Time 4 Days

Blue boxes indicate features included in Field Plus Service Program.

PREMIUM SERVICE PROGRAM

Hach's Premium Service Program provides you with dual-coverage by including both regular preventative maintenance visits at factory-recommended intervals, as well as priority response time for on-site visits in the event of unexpected breakdowns at no extra cost. With both options, the risk of equipment failure or downtime is minimised and your confidence in your measurements' reliability is maximised.

Specific Program Highlights:

- Regular on-site factory-recommended maintenance visits
- Field repair work on equipment outside of factory warranty
- Priority on-site response time of 2 working days in the event of breakdown
- Wear and spare parts charged upon consumption during maintenance visits

Yearly fee covers:

- Field maintenance work
- Any required field repairs
- Travel expenses
- On-site response time commitment of 2 working days

Field Maintenance	Central Maintenance	Wear Parts
Field Repairs	Central Repairs	Spare Parts
Travel	Shipping	Response Time 2 Days

Blue boxes indicate features included in Premium Service Program.

PREMIUM PLUS SERVICE PROGRAM

The Premium Plus Service Program takes convenience to the next level by including all wear and spare parts needed during the Hach Service visits, along with everything offered with Premium Service. In addition, you are covered against all potential repairs costs during the regular preventative maintenance visits. This removes any surprises and makes budget management simple, transparent and predictable.

Specific Program Highlights:

- Regular on-site factory-recommended maintenance visits
- Field repair work on equipment outside of factory warranty
- Includes wear parts required for maintenance visits and necessary spare parts during repair visits
- Priority on-site response time of 2 working days in the event of breakdown

Yearly fee covers:

- Field maintenance work
- Any required field repairs
- Travel expenses
- All wear and spare parts required during a Hach Service visit
- On-site response time commitment of 2 working days

Field Maintenance	Central Maintenance	Wear Parts
Field Repairs	Central Repairs	Spare Parts
Travel	Shipping	Response Time 2 Days

Blue boxes indicate features included in Premium Plus Service Program.

CENTRAL PLUS SERVICE PROGRAM

The Hach Central Plus Service Program uniquely provides you with preventative maintenance at your preferred location – at your site or in our Central Service Center – as well as priority repairs in our Central Service Center in the event of unexpected breakdown. Plus, expenses for travel, shipping and parts are covered automatically.

Specific Program Highlights:

- Regular factory-recommended instrument maintenance, either on-site or at Central Service Center
- Priority on-bench turnaround time of 3 working days at Central Service Center
- Includes wear parts required for maintenance and necessary spare parts for repairs

Yearly fee covers:

- Field and/or Central Service Center maintenance work
- All Central Service Center repair work on equipment
- Travel and/or shipping expenses
- All wear and spare parts required during Hach service
- On-bench service time commitment of 3 working days

Field Maintenance	Central Maintenance	Wear Parts
Field Repairs	Central Repairs	Spare Parts
Travel	Shipping	On-Bench Service Time 3 Days

Blue boxes indicate features included in Central Plus Service Program.

EXCLUSIVE PRIORITY SERVICE PROGRAM

This is the ultimate of all service programs. With Exclusive Priority Service* you enjoy our highest priority and a complete service package. We take care of all regular preventative maintenance tasks and, in the event of breakdown, will use our whole scale of reach to serve you on the same or next day, either through our field engineers or at our Central Service Center. All work, parts and travel / shipping are covered in one yearly fee.

Specific Program Highlights:

- Regular on-site factory-recommended maintenance visits
- Priority repair service within 1 working day either on-site or at Central Service Center
- Includes wear and spare part replacements required during maintenance or repair visits

Yearly fee covers:

- Field maintenance work
- All on-site and/or Central Service Center repair work on equipment
- Travel and/or shipping expenses
- All wear and spare parts required during Hach service
- 1 working day response time commitment

Field Maintenance	Central Maintenance	Wear Parts
Field Repairs*	Central Repairs*	Spare Parts
Travel	Shipping	Response Time 1 Day

Blue boxes indicate features included in Exclusive Priority Service Program.

*Repairs can be performed on-site or at our Central Service Center

*Limited availability. Exclusive Priority Service only offered for certain products and in defined countries. Ask your Hach Sales Representative for details.

Your needs are unique. Find a service solution to match

Hach engineers perform over 100,000 service tasks every year. This gives us a thorough understanding of what our customers want and need from a service plan. We've listened to those desires and have built our six service programs to provide the unique service approach you're looking for. The following selection guide will help you determine which program is right for your specific needs.

Programs	Field Maintenance	Travel Costs	Wear Parts	Field Repairs	Spare Parts	Central Maintenance & Repairs	Shipping Expenses	Repair Response Time
Field Service	■	■						4 days
Field Plus Service	■	■	■					4 days
Premium Service	■	■		■				2 days
Premium Plus Service	■	■	■	■	■			2 days
Central Plus Service	■	■	■		■	■	■	3 days
Exclusive Priority Service	■	■	■	■	■	■	■	1 day



Remember to also order start-up services.

To ensure optimal instrument performance from the very beginning, make sure to utilise Hach's Start-Up Services consisting of commissioning, instruction and training for operating personnel.

Other services available from Hach:

- Training
- Qualification of measuring systems (IQ/OQ)
- Telemetry programs
- On-demand preventative maintenance and repairs

BE CERTAIN IN YOUR MEASUREMENTS WITH A FIRST-CLASS SERVICE PARTNER. BE CONFIDENT WITH **HACH SERVICE.**

www.hach.com



Be Right™