

Protect Your Investment and Peace of Mind

With Hach® Service Plans you have a global partner who understands your unique service 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 Establish, Extend, and Elevate performance.

Whether you are looking for only basic support, all-inclusive service coverage, or even advanced digital services for process optimisation, we have you covered.

Service Plan Benefits

- Maximise Instrument Uptime
- Ensure Data Integrity
- Maintain Operational Stability
- Reduce Compliance Risk
- Eliminate Unplanned Expenses

Establish - Extend - Elevate - Performance



Partnership for Success

With a Service Plan, you can trust that Hach is invested in a long-term partnership to help you achieve your goals.

Our Commitment to You

- Listen and deeply understand your needs
- Deliver services on time and of the utmost quality
- Continuously improve
- Innovate service as technology and capabilities advance
- Be here for the long term, in all circumstances, committed to your success and to our mission of ensuring water quality for people around the world

Hach Service Plans Go Far Beyond the Factory Warranty

Service Feature	Factory Warranty	Hach Service Plans*
Repair of Manufacturing Defects	✓	✓
Unlimited Tech Support	✓	✓
Service Performed at Service Center	✓	✓
Service Performed On-Site	×	✓
Priority Response / Turnaround Time	×	✓
Commissioning/Startup**	×	✓
Operation & Maintenance Instruction	×	✓
Regular Calibration	×	✓
Regular Performance Certification	×	✓
Scheduled Maintenance & Parts	×	✓
Repairs & Parts Through the Lifecycle	×	✓
In-depth System Diagnostics	×	✓
Remote Monitoring	×	✓
Travel / Expedited Shipping Costs	×	✓

^{*} Specific coverage and inclusions vary based on the instrument and service plan selected. Consult your local Hach Sales or Service representative to learn more.

** Installation not included



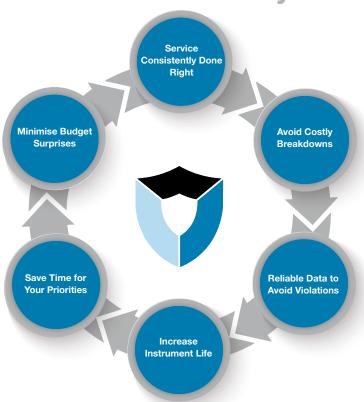


Unique to Hach Service

Although there are many service providers out there and capable in-house staff, partnering with Hach provides key

Hach Advantage	What It Means	
Specialised Hach product knowledge & expertise	Confidence service is done right	
Faster access to parts & materials	More uptime & process stability	
Largest global direct field service technician base	Consistent service experience	
Unrivalled online support resources	Direct access to expert answers 24/7	
Large team of highly-skilled, live technical specialists	Easier troubleshooting & rapid resolution	
System for managing maintenance schedules	Less effort to keep Hach assets maintained	
Manufacturer's certification	Assurance in compliance audits	

Hach Service Plans Pay Off



Consult your local Hach Sales or Service representative to learn more about our service offerings or to get started. You can also find additional information, including local service contact, online at: **www.hach.com/service**

