



SL1000 Bench Service Partnership

Your Hach **SL1000** Bench Service Partnership (BSP) provides full coverage for maintenance and repair at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority toll-free number, which is included with your partnership documentation. If repair is required, you will be given instructions on how to send your unit to the Hach Service Center. Please have your contract number, model number, and serial number available.

Once instruments are on a Service Plan, there is no need for additional POs throughout the year. All instrument repairs, calibration, and preventive maintenance go through Hach's convenient return process.

Your Hach **SL1000 Bench Service Partnership** provides:

- Annual preventative maintenance, calibration, and certification
- Repairs at the Hach Service Center
- Priority service with five-business-day turnaround time
- Return shipping from the Hach Service Center upon completion of service
- Unlimited, priority Hach technical support

Maintenance/Verification of Instrument Performance

- Limited instrument cleaning
- Evaluation of any instrument error or warning conditions
- Verification of wavelength accuracy for each Chemkey slot
- Verification of proper pump functionality
- Intellectual port communication verification
- Display and keypad operation check
- Chemkey tray replacement as needed
- Verification of barcode reader functionality for each slot
- Verification of sample detection function
- Software update to current version

Repairs at the Hach Service Center

- Repair service as needed, with all parts and labor costs included
- Abuse, neglect, and acts of God are not covered

Reporting/Certificate of Performance

- Hach Service Report with complete documentation of service performed and measurements/readings
- Certificate of Instrument Performance for each instrument that successfully passes final testing
- As found data available upon request at time of service scheduling