



Lachat BD40/BD46 Block Digestor BenchPlus Partnership

Your Lachat **BD40/BD46 Block Digestor** BenchPlus Partnership provides full coverage, including one scheduled preventative maintenance visit performed on site by a Hach Field Service Technician and repairs at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority toll-free number 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.

During the pre-scheduled site visit, your Hach Field Service Technician will complete:

Maintenance/Verification of Instrument Performance

- Perform limited instrument cleaning
- Evaluate any error conditions
- Verify instrument operating voltages
- Verify temperature is within specifications

Repairs

- Any necessary repairs will be performed at the Hach Service Center.
- All parts, labor, and return shipping are included.
- Priority repair status with five-day turnaround time.
- A loaner instrument can be provided at no extra charge for use during the repair.
- Abuse, neglect, and acts of God not covered.

Reporting

- Provide Hach Field Service Report with complete documentation of service performed and measurements/readings.

Training

- Provide basic end-user training on general instrument operation and maintenance (advance notice required).