



2100Q Bench Service Partnership

Your Hach **2100Q** Bench Service Partnership (BSP) provides full coverage for maintenance, calibration, and repair at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority number included with your partnership documentation. If repair is required, you will be given instructions on how to send the unit to the Hach Service Center.

Once instruments are on a service plan, there is no need for additional POs throughout the year. All instrument services are covered and are arranged through Hach's convenient return process.

Your Hach **2100Q Bench Service Partnership** provides the following:

- Annual preventative maintenance, calibration, and certification service
- Full coverage for instrument repairs
- Priority service with five-business-day turnaround time
- Loaner instrument while services are being performed
- Free return shipping upon completion of service
- Unlimited Hach technical support

Maintenance/Verification of Instrument Performance

- Limited instrument cleaning
- Evaluation of any error or warning conditions
- Lamp replacement
- Hardware check
- Calibration with StablCal standards
- Software update to current version

Repairs

- Repair service as needed, with all parts and labor costs included
- Loaner instrument will be provided upon request, subject to availability
- Abuse, neglect, and acts of God 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