



FL1500
Bench Service Partnership (Repair Only)

Your Hach **FL1500** Bench Service Partnership provides full coverage for repairs at the Hach Service Center for the chosen term of the agreement (one or three years). 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 the unit in 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 agreement term. All instrument repairs go through Hach's convenient return process.

Your Hach **FL1500 Bench Service Partnership** provides the following:

- Full coverage for repairs at the Hach Service Center
- Priority service with five-business-day turnaround time
- Free return shipping upon completion of repairs
- Unlimited, priority Hach technical support

Factory Repairs

- Limited instrument cleaning
- Evaluation of any instrument error conditions
- Repair service as needed, with all parts and labor costs included
- Verification that unit functions to specifications after repair
- Abuse, neglect, and acts of God not covered
- Attached sensors not included under partnership coverage

Reporting

- Hach Service Report with complete documentation of service performed and measurements/readings
- Certificate of Instrument Performance for each instrument that successfully passes final testing