



Protect your investment and peace of mind

With Hach Service Plans you have a global partner who understands your 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 maximize instrument uptime, ensure data integrity, maintain operational stability, and reduce compliance risk. All at a fixed annual cost that eliminates unplanned expenses.

Elevate Performance

- Advanced Maintenance

Establish Performance

- Commissioning
- Calibration/Certification



Extend Performance

- Routine Maintenance
- Repair

Hach Service 3-Point Protection

Establish Performance

Commissioning

After investing in a new instrument, it's important that you get off to a good start with data you can trust and confidence in your ability to properly operate the instrument. Our commissioning service assures that your HQ Series meter and attached probes are delivering accurate data, and that you're comfortable navigating your new meter's user interface and troubleshooting potential issues.

Calibration/ Certification

We know how important instrument calibration and certification is in maintaining regulatory compliance. As part of the service we provide for the HQ Series meters, we certify that the instrument is performing to our factory specifications and provide the documentation you need to minimize compliance risk. New to the HQ Series, the performance certificate is available for download directly from the meter, eliminating the need to manage paperwork.

Extend Performance

Routine Maintenance

Every analytical instrument requires some level of routine maintenance to assure accuracy and minimize downtime. With a Hach Service Plan, we ease the burden by helping you manage your HQ Series meter maintenance schedule and free up your internal resources to focus on other priorities.

Repair

We understand the impact to your process and your operations when your equipment goes down. You need a service partner who has the resources necessary to get you back up and running fast. With repair coverage through a Hach Service Plan, you get priority service from skilled professionals with the knowledge, tools, and parts readily available to restore your HQ Series meter to proper operation as quickly as possible. Having Hach Service perform your repairs assures your stored data is protected and the meter's IP67 rating is maintained to prevent failures resulting from dust and water intrusion.

Elevate Performance

Advanced Maintenance

With ease of use and improved diagnostics comes behind-the-scenes complexity that requires special tools and skills that Hach Service is uniquely qualified to provide. HQ Series meter advanced maintenance includes a 9-point inspection to gain deeper insight into the performance of the instrument. This allows Hach Service to predict when parts need to be replaced before they fail, preventing unexpected downtime and impact to your operations.

HQ Series Service Plans		ProtectionPlus Plan	Bench Preventative Maintenance Partnership	Preventative Maintenance Partnership	Bench Service Partnership	BenchPlus Partnership
Establish Performance	Commissioning					✓
	Calibration/Certification		✓	✓	✓	✓
Extend Performance	Routine Maintenance		✓	✓	✓	✓
	Repair	✓			✓	✓
Elevate Performance	Advanced Maintenance		✓	✓	✓	✓
Parts Included	Maintenance Parts*					
	Repair Parts	✓			✓	✓
Service Location	On Site			✓		✓**
	Hach Service Center	✓	✓		✓	✓**

*Parts not required for regular maintenance of this instrument. Battery replacement included as needed.

**Maintenance performed on site. Repairs performed at the Hach Service Center.

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