



**AT1000/KF1000**  
**BenchPlus Service Partnership**

Your Hach **AT1000/KF1000 BenchPlus Service Partnership** provides the following at no additional charge:

- One on-site preventative maintenance visit per year **or** one basic startup (advance notice required from the customer if startup is required)
- Repairs at the Hach Service Center
- Five-business-day turnaround time
- Unlimited, priority technical support

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

***Verification of Instrument Performance/Maintenance***

- Perform limited instrument cleaning.
- Replace syringe(s) and tubing as needed.
- Replace pump tubing cassettes per maintenance schedule.
- Replace electro-valve per maintenance schedule.
- Evaluate any instrument error or warning conditions.
- Verify software version and update as necessary.

***Factory Repairs***

- Perform required repair service including parts and labor as necessary.
- Loaners of similar functionality will be provided upon request, subject to availability.
- Abuse, neglect, and acts of God are not covered.

***Reporting/Certificate of Performance***

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

***Training***

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