



DRB200
BenchPlus Service Partnership

Your Hach **DRB200 BenchPlus Service Partnership** provides one annual preventative maintenance visit or start-up 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 special priority toll-free number, which is 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. Please have your contract number, model number, and serial number available.

Verification of Instrument Performance/Maintenance

- Perform limited instrument cleaning
- Review and evaluate user-programmed parameters
- Evaluate all instrument error conditions
- Verify instrument operating voltages
- Calibrate the 150 degree Celsius set point as needed
- Verify software version and update as necessary

Training

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

Factory Repairs

- Any necessary repairs will be performed at the Hach Service Center
- All parts, labor, and return shipping included
- Five-day turnaround time
- Abuse, neglect, and acts of God not covered

Reporting/Certificate of Performance

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