



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 maximise 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 EZ Series analyser is calibrated and delivering accurate data, and that you are trained to keep the analyser running smoothly between service visits.

Calibration/Certification

We know how important instrument calibration and certification is in maintaining regulatory compliance. As part of every service we provide for the EZ Series analysers, we verify that the instrument is performing to our factory specifications and provide the documentation you need to minimise compliance risk.

Extend Performance

Routine Maintenance

EZ Series analysers require routine maintenance to assure accuracy and minimise downtime. With a Hach Service Plan, we ease the burden by helping you manage your 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 EZ Series analyser to proper operation as quickly as possible.

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. EZ Series advanced maintenance includes the Hach Service Technician's assessment of internal components, like the detector, light source, and sensors, and analysis of calibration data to gain deeper insight into the performance of the instrument in your particular application. This allows Hach Service to detect and prevent potential issues that can impact measurement accuracy, degrade performance over time, or reduce the life of the instrument.

EZ Series Service Plans		Field Plus Service Program	Premium Plus Service Program	WarrantyPlus Service Program
Establish Performance	Commissioning			✓
	Calibration/Certification	✓	✓	✓
Extend Performance	Routine Maintenance	✓	✓	✓
	Repair	✓	✓	✓
Elevate Performance	Advanced Maintenance	✓	✓	✓
Parts Included	Wear Parts	✓	✓	✓
	Spare Parts		✓	✓
Service Location	On Site	✓	✓	✓

DOC063.52.30673.Dec20