



**SC4200c**  
**WarrantyPlus Partnership**

Your Hach **SC4200c** WarrantyPlus® Partnership provides full coverage, including parts, labor, and travel for startup or one scheduled preventative maintenance visit performed by a Hach Field Service Technician. The WarrantyPlus Partnership also includes any additional repair visits authorized by the Hach Technical Support Team and a priority support number that will be included with your partnership documentation.

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

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

- Perform limited instrument cleaning.
- Review and evaluate user-programmed parameters.
- Evaluate all instrument alarm and warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Perform diagnostics and verify communication with connected sensors.
- Verify network communication via installed communication card.
- Calibrate recorder outputs for each connected sensor.
- Verify relay setup and operation if applicable.
- Verify software version and update as necessary.

***Repairs***

- Perform any necessary repair service with parts, labor, and travel included.
- Includes sending unit to the Hach Service Center at no additional charge if unable to repair in the field. This instrument will go to the head of the repair queue.
- Abuse, neglect, and acts of God 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).

\*Startup does not include commissioning of the MSM system.