



LDO Model 2

Bench Service Partnership

Your Hach **LDO Model 2 Bench Service Partnership (BSP)** provides full coverage for annual maintenance at the Hach Service Center and probe replacement upon failure. Once instruments are on a service plan, there is no need for additional POs throughout the year.

As needed, call your Hach Technical Support Team for assistance using the special priority toll-free number, which is included with your partnership documentation. Annual preventative maintenance and calibration services are arranged through Hach's convenient return process.

Your Hach **LDO Model 2 Bench Service Partnership** provides the following at no additional charge:

- Annual preventative maintenance, calibration, and certification
- Priority service with five-business-day turnaround time
- Return shipping from the Hach Service Center upon completion of service
- Probe replacement upon failure
- Unlimited, priority Hach technical support

Verification of Instrument Performance/Maintenance

- 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.
- Inspect probe for signs of damage and/or leakage.
- Perform diagnostics and verify probe communication to the controller.
- Replace sensor cap annually and program calibration information into the probe.
- Calibrate the probe following manual instructions.
- Verify software and update as necessary.

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.

Repair/Replacement

- Repairs are not possible. If the probe fails, it must be replaced.
- If a Hach Service Technician or Technical Advisor determines a replacement probe is required, one will be provided at no additional charge.
- Abuse, neglect, and acts of God are not covered. See complete Terms and Conditions for details.