



BioTector TOC Deicing WarrantyPlus Partnership

Your **Hach BioTector TOC WarrantyPlus®** Partnership provides full coverage throughout the operating season, including parts, labor, and travel for two scheduled service visits 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.

Note: **Pre-Commissioning Readiness** requirements must be met before a Hach Field Service Technician arrives on site. In the event that pre-commissioning requirements are not met, a return visit may be required at the customer's expense.

During the initial/seasonal start-up visit, your Hach Field Service Technician will review, evaluate, and address the following as needed:

- Installation and connections (including initial evaluation of the network topography).
- Reagent, standard, and sample dispensation systems.
- User-programmed parameters.
- Any instrument alarm or warning conditions (internal to your Hach BioTector instrument).
- Instrument operating voltages.
- Instrument auto-calibration and sample sequencing.
- Verification of instrument accuracy at zero, mid-level, and span TOC concentrations.
- Replace 12-month maintenance kit items ensuring the instrument is ready for seasonal use.

During the second/seasonal shutdown visit, your Hach Field Service Technician will perform shutdown procedures per factory recommendations to help ensure no components are damaged during the extended shutdown period. In addition, they will review, evaluate, and address the following as needed:

- Installation and connections (including initial evaluation of the network topography).
- Reagent, standard, and sample dispensation systems.
- User-programmed parameters.
- Any instrument alarm or warning conditions (internal to your Hach BioTector instrument).
- Instrument operating voltages.
- Instrument auto-calibration and sample sequencing.
- Verification of instrument accuracy at zero, mid-level, and span TOC concentrations.

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).

During the term of coverage, typically October to April, all costs associated with emergency repairs are included at no additional charge, excluding any damage caused by abuse, neglect, or acts of God. Outside the coverage term, any repairs requested will be invoiced at current billable rates for labor, parts, and travel not covered under warranty. Additionally, the unit will be subject to re-evaluation at startup each year.

If the O2 Concentrator is not built into the BioTector analyzer, it is not covered under this service partnership. If you are using a Hach BioTector Compressor or a Venturi Sampler, those optional accessories must also be covered separately.