



CA610
Bench Service Partnership

Your Hach **CA610** Bench Service Partnership (BSP) provides full coverage for maintenance, calibration, and repair at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority toll-free number included with your partnership documentation. If repair is required, you will be given instructions on how to send the unit to the Hach Service Center.

Once instruments are on a service plan, there is no need for additional POs throughout the year. All instrument services are covered and are arranged through Hach's convenient return process.

Your Hach **CA610 Bench Service Partnership** provides:

- Annual preventative maintenance and calibration.
- Full coverage for repairs.
- Priority service with five-business-day turnaround time.
- Free return shipping upon completion of service.
- Unlimited, priority Hach technical support.

Verification of Instrument Performance/Maintenance

- Perform limited instrument cleaning.
- Evaluate all instrument alarm and warning conditions.
- Verify instrument operating voltages.
- Verify proper operation of reagent and sample dispensation system.
- Verify reference and measurement electrode functionality.
- Replace tubing, electrodes, and valves as needed.
- Calibrate the analyzer and verify proper performance.

Repairs

- Perform required repair service as needed, with all parts and labor costs included.*
- 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.

*Hach part number 5745000, analog to digital interface board, is no longer available, so replacement is not included under this service partnership.