

Particle Counting Service Agreement Programs

Utilize factory certified expertise to ensure maximum up-time, peak performance and compliance

Features and Benefits

Hach's Service Agreement Programs offer flexible, comprehensive services that will ultimately reduce your maintenance costs while ensuring you meet your regulatory requirements with your instrumentation operating at peak performance. Our highly skilled team of service experts are able to offer knowledge, accuracy, quality, and responsiveness.

Let Hach provide peace-of-mind by providing pre-scheduled calibration services, validation, preventative maintenance, and extended warranty services on your HIAC and MET ONE particle counting equipment.

Benefits of our Service Agreement Programs include:

- Priority Field and Bench Service Status
- Locked-In Pricing for up to 3 Years
- Discounted Repair Service
- Extended Warranty Programs
- Customized Programs for Asset Management Companies
- Dedicated Point-of-Contact
- Responsive and Knowledgeable Technical Support Staff

Contact our Service Agreement specialists to develop a program to meet your requirements:

Call: 1-800-866-7889, press #, then 6595
Email: ServiceAgreements@hach.com

Learn how to prepare for the latest changes to standards and regulations while improving operational efficiency:

www.hach.com/iso21501



Entrust Your Investment to Certified Trained Experts

EXPERTISE: Hach's PCBU Field Service Team of experienced service professionals represents a collective 218+ years of field particle counting service!

ACCURACY: Certified Service Centers and Field Team provide quality maintenance, calibration, and repeat services to maintain instrument accuracy for your critical quality and process measurements!

VALUE: Updates to instruments, adjustments and modifications are routinely performed on your instruments at the time of calibration to ensure that they provide you with maximum performance!

SATISFACTION: Hach's service team takes pride in meeting your needs and has a vested interest in seeing that our service partnership leads to your success!



Be Right™

Service

Hach's Particle Counting Service Agreements Program offers World Class Field Service providing the benefit of maximum up-time for your instruments with peace-of-mind to you in knowing that your investment is being maintained by the professionals that manufacture the products. Hach Company personnel are the only authorized providers of calibration services and repairs for the MET ONE, HIAC and ARTI brands of particle counters. Hach service engineers are specifically trained and equipped in the calibration, repair and installation of these instruments.

Priority Field and Bench Service: Service Agreement customers are provided preferred status when it comes to scheduling and services. You will receive expedited service over those not covered by the program.

Locked In Pricing: Our 2- and 3-Year enrollment options lock-in current year pricing for each year to minimize cost and to provide you uninterrupted quality service!

Discounted Repair Services: Receive 15% off repair parts and labor for every instrument enrolled on the program!

Audit Program: HACH will perform an audit of your existing fleet of air particle counters to determine if they are compliant to the new ISO 21501 calibration standard. Audit report will include recommendations and detailed steps necessary to achieve full compliance.

Extended Warranty Programs: Take advantage of programs that will continue to provide 100% parts and labor repair coverage for your instruments. 1- and 2-Year Extended Warranty Programs are available for most current MET ONE and HIAC products.

Dedicated Point-of-Contact: The Particle Counting Service Agreements Group is easily accessible and can assist with scheduling, providing service information and working with you to customize a service program to suit your needs.

Responsible & Knowledgeable Technical Support: Our knowledgeable technical team is available to trouble-shoot and provide you with answers to your instrument questions.

Customized Programs: We specialize in customizing a program to YOUR requirements. Contact us to discuss corporate programs, programs tailored by department, or programs for meeting the requirements of your asset management provider! Minimize your instrument down-time, the scheduling hassles and cost!

Particle Counting Service Agreements:

ServiceAgreements@hach.com

800-866-7889 x-6595

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In the interest of improving and updating its equipment, Hach Company reserves the right to alter specifications to equipment at any time.

**At Hach, it's about learning
from our customers and
providing the right answers.
When it comes to the things
that touch our lives...**

**Keep it pure.
Make it simple.
Be right.**

**For current price information,
technical support, and ordering
assistance, contact the Hach
office or distributor serving
your area.**

In the United States, contact:

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