



## Service Package 2.2: COMFORT INSPECTION CONTRACT

Achieve a high level of operational reliability for your instruments with a regular preventive inspection

### Your benefits:

- **Optimal on-site performance**
  - Commissioning by qualified HACH LANGE staff including protocol
  - Proper user and safety instructions to your people
  - Measurement reliability by preventive inspection on-site
  - Regular preventive inspection in accordance with the instrument specific inspection plan
- **Quality data**
  - Certified test equipment traced back to international standard
  - Inspection protocol for your quality management
  - Certificates according international ISO standard
- **Unexpected break down**
  - In case of break down, you get priority response to achieve maximum uptime
  - Spare parts are covered during the warranty period
  - Labour and travel are covered in case of break down
- **Warranty**
  - Warranty up to 60 months including of factory warranty, starts with the commissioning date of the instrument \*
  - No unexpected costs, spare parts are covered during the total warranty period
- **Cost efficiency and savings**
  - Service contract can reduce an instrument's lifetime repair costs over 100% due our special warranty period up to 60 months
  - Service contracts take the guesswork out of preparing your annual maintenance budget. A service contract guarantees superior service and instrument performance, because expensive maintenance is eliminated
  - Service contracts save you time by eliminating repair quotes, wait time for approvals, purchase orders and billing hassles

\* HACH LANGE is responsible for the commissioning, in other cases the delivery date of the instrument will be the starting date

### Contract highlights:

- Hotline support for all technical questions and support
- Replacement of wear- and spare parts performed to high quality Hach Lange standard by qualified engineers
- Planning inspections done by HACH LANGE in consideration with you
- Updates of the instrument software as required in order to maintain optimum functionality
- The technician's labour costs for the inspections are included\*
- This service is provided by a factory certified service engineer. As an experienced professional, they can provide assistance concerning all technical questions

\* Travel costs, consumables and wear parts will be invoiced separately