



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