

Service Package 3: SERVICE PLUS CONTRACT

Service-Plus combines proven on-site service with online support and diagnosis

Your benefits:

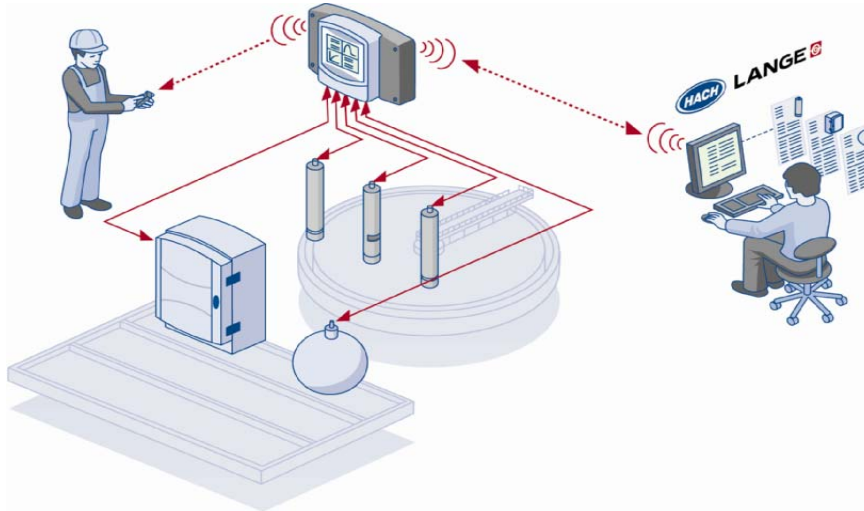
- **Optimal on-site performance**
 - Commissioning by qualified HACH LANGE staff including protocol
 - Proper user and safety instructions to your people
 - Measurement reliability by preventive inspection on-site
 - Regular preventive inspection in accordance with the instrument specific inspection 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 standard 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
 - If you have more instruments in a contract, then the contract cost per instrument is lower

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

Contract highlights:

- Online support and diagnostics
- Hotline support for all technical questions and support
- High performed instrument care through replacement of wear parts
- 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



Maximum uptime and highest operational security through continuous remote control of all connected instruments

SC1000 controller online supports continuous 24-hour remote control:

- The SC1000 controller continuously supervises the connected process sensors. The controller transmits significant events by SMS or E-mail. On site or in the field, 365 days a year so you can be sure that the system is working properly and automatically even when the site is unmanned

Always in touch with the instrument, through event messages:

- Different types of messages (early warnings, status- and failure messages) help you to monitor your measuring system and to intervene if necessary. Moreover, SMS/E-mail messages can also be sent to the central HACH LANGE telemetry specialists.

Instrument-specific assignment of SMS/E-mail messages to different recipients

- Instrument-specific assignment of SMS/E-mail messages to different recipients enables information to be sent exclusively to those who need it.

Remote diagnosis by HACH LANGE specialists

- Experienced personnel analyse the data and initiate the appropriate response. This will be done by remote access into the system in combination with phone support. If an on-site visit is necessary, this can be scheduled immediately and the technician will get all the essential information and parts. This saves time and ensures maximum availability of the plant's process sensors, ensuring reliable plant operation.

Regular availability report

- The regular availability report gives you an instrument-specific history of all events and the support activities initiated by the HACH LANGE service team. This report can also support your own quality management.

We take care of your data with the highest safety and deal in confidence.