



Protect your investment and peace of mind

With Hach Service Plans you have a global partner who understands your needs and cares about delivering timely, high-quality service you can trust. Our Technical Support, Field Service, and Central Service Teams work together with unique expertise to help you maximize instrument uptime, ensure data integrity, maintain operational stability, and reduce compliance risk. All at a fixed annual cost that eliminates unplanned expenses.

Elevate Performance

- Advanced Maintenance

Establish Performance

- Commissioning
- Calibration/Certification



Extend Performance

- Routine Maintenance
- Repair

Hach Service 3-Point Protection

Establish Performance

Commissioning

After investing in a new system, it's important that you get off to a good start with data you can trust and confidence in your ability to properly operate and maintain the equipment. Our commissioning services assure that your CL17sc is delivering accurate data, and that you are trained to keep the analyzer running smoothly between service visits.

Calibration/ Certification

We know how important instrument calibration and certification is in maintaining regulatory compliance. As part of every service we provide, we verify that the instrument is performing to our factory specifications and provide the documentation you need to minimize compliance risk. As a new added benefit for the CL17sc, Hach Service performs a three-point calibration verification with primary chlorine standards to assure accuracy throughout the full measuring range.

Extend Performance

Routine Maintenance

Even with the simplified routine maintenance of the CL17sc, there is significant value in having Hach do the work for you. We ease the burden by helping you manage your maintenance schedule according to the specific needs of the analyzer and free up your internal resources to focus on other priorities. When you choose Hach, you can be confident that the highest quality parts are being used and the job gets done right.

If you'd like to do your own routine maintenance, Hach has a Self-Service Partnership to support you. We'll set up pre-scheduled shipments of reagents, cleaning supplies, and tubing kits, as well as provide you with exclusive access to instructional videos and other training material to guide you through operation, routine maintenance, and troubleshooting tasks.

Repair

We understand the impact to your process and operations and the compliance risk you face when your chlorine analyzer goes down. You need a service partner who has the resources necessary to get you back up and running fast. With repair coverage through a Hach Service Plan, you get priority service from skilled professionals with the knowledge, tools, and parts readily available to restore your CL17sc to proper operation as quickly as possible.

Elevate Performance

Advanced Maintenance

With ease of use and simpler routine maintenance comes behind-the-scenes complexity that requires special tools and skills that Hach Service is uniquely qualified to provide. CL17sc advanced maintenance includes the Hach Service Technician's analysis of internal flow, detector, light source, and full-range calibration data to gain deeper insight into the performance of the instrument in your particular application. This allows Hach Service to detect and prevent potential issues that can impact measurement accuracy, degrade performance over time, or reduce the life of the instrument.

CL17sc Service Plans		Self-Service Partnership	Preventative Maintenance Partnership	Bench Service Partnership	Field Service Partnership	WarrantyPlus Partnership
Establish Performance	Commissioning					✓
	Calibration/Certification		✓	✓	✓	✓
Extend Performance	Routine Maintenance		✓	✓	✓	✓
	Repair			✓	✓	✓
Elevate Performance	Advanced Maintenance		✓	✓	✓	✓
Parts Included	Wear Parts	✓	✓	✓	✓	✓
	Spare Parts			✓	✓	✓
Service Location	On Site		✓		✓	✓
	Hach Service Center			✓		

Note: Coverage for the SC Controller sold separately

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