



HYDROLAB SERVICE PLUS FEATURES

FEATURES	FACTORY WARRANTY	MAINTENANCE CALIBRATION PARTNERSHIP	BENCH SERVICE PARTNERSHIP
General			
Labor Completed by Certified Service Technician	X	X	X
Performance, Test, & Evaluation (PT&E)	X	X	X
Firmware/Software/Hardware Updates	X	X	X
Service PT&E Calibration Standards	X	X	X
Itemized Service Estimate/Service Record	X	X	X
Overnight Test File Stored in Instrument Memory	X	X	X
Instrument Turn Around Time			
10 days (Standard)	X	X	
5 days (Express)			X
Return Shipping Included			
Ground	X		
2nd Day		X	X
Budget Planning			
Multi-Year Price Lock		X	X
Set Yearly Budget			X
Instrument Calibration Services			
2 per year		X	
Unlimited			X
Calibration Certificates			
NIST Temperature		X	X
Sonde Factory Calibration		X	X
Factory Recommended Maintenance			
2 per year		X	
Unlimited			X
Other			
Maintenance Parts		X	X
Replacement Parts	X		X
Loaner Instrument (each loaner \$250 value)			X
Dedicated Line For Priority Phone Service			X
Attendance at Scheduled Training Events			X

- Each Service Plus Program agreement applies to one specific instrument (tracked by unit serial number)
- Instruments outside the factory or service warranty will need to be evaluated and meet factory specifications to qualify for the Bench Service Partnership Program.
- Service Plus Programs available for US customers only.
- NIST Temperature and Sonde Factory Calibration certificates only supplied upon customer request.

All Hydrolab Service Plus Programs provide the following benefits:

- **Maximize instrument performance:** Leave the most critical repair and maintenance tasks for the experts in Hydrolab and OTT equipment. OTT Hydromet experts have years of experience working on Hydrolab and OTT products. Their certified expertise will ensure your equipment is operating to the highest standard.
- **Predictable maintenance budget for the entire year:** Minimize inventory in the lab and write just one purchase order per year to cover consumable parts and preventative maintenance at the Loveland factory.
- **Freedom from instrument maintenance:** OTT Hydromet can take care of everything, including repairs, calibrations, certification and preventative maintenance.
- **Exclusive priority service:** Instruments are returned with a maximum 10 day turnaround time and returned with 2nd day shipping.

For more information on OTT Hydromet Service Plus Programs, please visit www.ott.com or call 800-949-3766 opt. 2.

