

FROM OUR SERVICE PLUS PROGRAM:

# BENCH SERVICE PARTNERSHIP



Your equipment is valuable – extend product life and avoid unexpected costly repairs.



The Bench Service Partnership is a year-to-year instrument maintenance program for OTT, HYDROLAB®, and SUTRON products, with the following maintenance services:

REPAIRS

CALIBRATIONS

CERTIFICATION

PREVENTATIVE  
MAINTENANCE

PRIORITY SERVICE

## BENEFITS

### Maximize instrument performance

Leave the most critical repair and maintenance tasks for the certified experts in OTT, HYDROLAB, and SUTRON equipment. Their years of experience with these products ensures that your equipment is operating to the highest standard.

### Predictable maintenance budget for the entire year

Avoid unscheduled repair costs with a consistent price that is significantly lower than typical repairs. Product warranties also typically expire after 2-3 years, making regular maintenance even more important.

### Freedom from instrument maintenance

OTT HydroMet can take care of most facets of your instrument maintenance process: repairs, calibrations, certification and preventative maintenance.

### Exclusive priority service

Instruments are returned with prompt service and with 2-day prepaid shipping to minimize station downtime.

“ We found that it was really more cost-effective to purchase a 1-year partnership for each instrument rather than being surprised by unpredicted repair costs that are not in our budget. The quick turnaround time has also been an added benefit.

– Program Manager

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- Bench Service Partnership



See How it Compares:

OTT and HYDROLAB Bench Service Partnership	FACTORY WARRANTY	BENCH SERVICE PARTNERSHIP
<b>General</b>		
Labor Completed by Certified Service Technician	X	X
Performance, Test, & Evaluation (PT&E)	X	X
Firmware/Software/Hardware Updates	X	X
Service PT&E Calibration Standards	X	X
Itemized Service Estimate/Service Record	X	X
Overnight Test File Stored in Instrument Memory	X	X
<b>Instrument Turn Around Time</b>		
10 days (Standard)	X	
5 days (Express)		X
<b>Return Shipping Included</b>		
Ground	X	
2-Day		X
<b>Budget Planning</b>		
Multi-Year Price Lock (up to 3 years)		X
Set Yearly Budget		X
<b>Instrument Calibration Services</b>		
Unlimited (recommend 2 per year)		X
<b>Calibration Certificates</b>		
NIST Temperature		X
Factory Calibration		X
<b>Factory Recommended Maintenance</b>		
Unlimited (recommend 2 per year)		X
<b>Other</b>		
Maintenance Parts		X
Replacement Parts	X	X
Loaner Instrument (each loaner \$365 value)		X
Attendance at Scheduled Training Events		X

# SUTRON – Data Loggers



See How it Compares:

Data Logger Bench Service Partnership	FACTORY WARRANTY	BENCH SERVICE PARTNERSHIP
<b>General</b>		
Product Repairs – Parts and Labor Included	X	X
Firmware Upgrades	X	X
Engineering Changes in Hardware Updates	X	X
Equipment Cleaning	X	X
Inspection of Power Consumption	X	X
Verify Operation of Internal Log Memory	X	X
Verify Operation of Sensor Inputs	X	X
Verify Operation of Output/Control Capabilities	X	X
Internal Lithium Battery Replacement	X	X
<b>Return Shipping Included</b>		
Ground	X	
2-Day		X
<b>Instrument Turn Around Time</b>		
Within 30 days (Standard)	X	
Within 15 days (Express)		X
<b>Instrument Calibration Services</b>		
Unlimited		X
<b>Factory Maintenance</b>		
Unlimited		X
<b>Other</b>		
Maintenance Parts		X
Replacement Parts	X	X
On-Site Introductory Training	X	X
3-day Training Seminar in Sterling, VA	X	X
On-Site Technician (Additional Cost)	X	X



# SUTRON – Sensors

See How it Compares:

Sensor Bench Service Partnership	FACTORY WARRANTY	BENCH SERVICE PARTNERSHIP
<b>General</b>		
Product Repairs – Parts and Labor Included	X	X
Firmware Upgrades	X	X
Engineering Changes in Hardware Updates	X	X
Equipment Cleaning	X	X
Calibration Check	X	X
Recalibration as Needed	X	X
Calibration Test Results	X	X
Replacement of Items which Require Regularly Scheduled Replacement (Desiccant, Internal Lithium Battery)	X	X
<b>Return Shipping Included</b>		
Ground	X	
2-Day		X
<b>Instrument Turn Around Time</b>		
Within 30 days (Standard)	X	
Within 15 days (Express)		X
<b>Instrument Calibration Services</b>		
Unlimited		X
<b>Factory Maintenance</b>		
Unlimited		X
<b>Other</b>		
Maintenance Parts		X
Replacement Parts	X	X
On-Site Introductory Training	X	X
3-day Training Seminar in Sterling, VA	X	X
On-Site Technician (Additional Cost)	X	X

# CONTACT US TO LEARN MORE

Our team is equipped to handle many of your instrument maintenance needs – call us today to discover your service solution and get started:

USA +1 (800) 949-3766 opt. 3

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[www.otthydromet.com](http://www.otthydromet.com)

OTT HydroMet USA  
5600 Lindbergh Drive  
Loveland, CO 80538

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We had some issues with some of our turbidity probes. With the technical assistance at OTT HydroMet we were able to get the problem resolved right away. The courteous and expert technical support provided through the **Bench Service Partnership** is one of the reasons we enjoy working with you.

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– Water Resources Consultant

- Each Bench Service Partnership 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.
- Bench Service Partnership Programs available for US customers only.
- NIST Temperature and Factory Calibration certificates only supplied upon customer request.

