



Be Right™

Be confident with

Hach Service in Sub-Saharan Africa



- Reliability of results
- Expert instrument maintenance & repair
- Audit-compliant service

More than 85 years of experience

Hach® has 85+ years of experience in water analytics. Our highly qualified, factory-trained & certified service team offers the most knowledge and experience in the industry. No other company has a direct line to manufacturer support and parts. We have direct access to sales, logistics, R&D and the instrument

development teams. The **South African** office, based in Randburg (Johannesburg), was founded in 1993 to provide direct sales and services to the Sub-Saharan African region, later strengthening its presence by offering indirect sales via authorized appointed distributors within **Sub-Saharan Africa**. In 1995, the South African

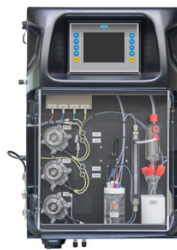
office became an accredited **Authorized Service Centre** providing factory-certified services, maintenance, repairs and calibration to the Hach range of equipment both in the field and within our factory-certified workshop conducted by factory-certified engineers.

Service from a trusted source for your Hach instruments

Analyzers



EZ Series Analyzers



Turbidimeters



Spectrophotometers



Orbisphere range



Portable & Laboratory Meters and Analyzers



Controllers



Colorimeters



Automatic Titrators



Digital Reactors



Probes and Sensors



Be Right™

Our services in Sub-Saharan Africa

Qualified service engineers available across the region

Hach's network of highly experienced service engineers are trained to maintain the highest standards for quality ensuring **optimal instrument performance and accuracy** for minimal downtime and maximized production, ensuring total customer satisfaction at all times.



Maintenance & Calibrations

Field Maintenance

Our service engineers will come to your site and perform maintenance, service, test and calibrations to your devices as per Hach-prescribed procedures and offer you a Calibration Certificate upon completion. Detailed site visit reports including recommendations are presented to you as well. Enquire about a Preventative Maintenance Plan for your site.

Workshop Maintenance

Our factory-certified workshop will take care of your device's maintenance, service, test and calibrations as per Hach-prescribed procedures with a Calibration Certificate upon completion. Detailed reports including recommendations are presented to you as well. All maintenance operations are done using only approved parts that pass strict QC/QA tests.



Repairs

Field Repairs

Repairs to your devices are carried out on-site (where possible) by our service engineers who perform them as per the Hach-prescribed procedures using only genuine parts. Minor adjustments to your devices are carried out at no additional charge to you. Detailed site visit reports including recommendations are presented to you as well.

Workshop Repairs

Our fully-equipped factory-certified workshop will perform repairs to your device as per factory-prescribed procedures with a Calibration Certificate upon completion. Detailed reports including recommendations are presented to you as well. Only QC/QA-approved parts which have passed strict tests are used.



Technical support

Factory-trained/certified service engineers are available for all your technical support matters providing you with support via our extensive experience and International Service database. Response is provided to you via e-mail, telephone or WhatsApp.



Be Right™

Hach service department

Contact us



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- **Remain Compliant**
- **Obtain Confident Results**
- **Ensure Accuracy**
- **Reduce Costs & Downtime**
- **Extend Instrument Life**



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Factory-trained & certified

Service engineers

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