

Titration service & support plans

Get peace of mind with Hanna Instruments

Protect your investment for years to come. Ensure titrator longevity. Sustain optimal performance.

Annual Titration Service Package

With the harsh chemicals that are frequently used, natural wear and tear can happen. Be proactive and enroll in our Annual Titration Service Plan. Avoid any downtime and unnecessary interruptions to your operations by keeping your titrator performing well year after year.

What's included:

- **Coverage by the Hanna Loaner Program.** If your titrator issue cannot be fixed remotely, we may request that you send it to us for service. While we repair your titrator, we will provide you with a loaner unit that you can use at your lab or facility in the interim. Know that while we work on your titrator unit, you will experience no disruptions to your workflow
- **1 onsite service visit** performed by a Hanna Applications Support Engineer
- **1 product inspection** will be performed. We will assess the condition of your titrator, clean the unit, and replace wearable parts*
- **1 calibration certificate** provided to you upon completion of calibration. Your titrator will be recalibrated, tested for proper operation, and recertified for a period of 12 months
- **1 refresher training** for your technicians. Those that participate will receive a training certificate valid for 12 months
- **Optimization** and back up of your titration methods
- **Full documentation of all services** performed by Hanna Instruments at the time of visit for your records

**Please note that 1 set of wearable parts is included as part of this service at no additional charge.*



Onsite Installation and Training Package

Whether you are new to automatic titration or simply don't have the bandwidth to perform the install yourself, we'll get you up and running in no time. Let us take care of your titrator installation and set up the unit for you in your lab space. During our visit, we'll also get your team acclimated and ensure that everyone is comfortable operating and using the titrator.

What's included:

- **1 onsite service visit** performed by a Hanna Applications Support Engineer
- **Full commission and installation** of your new titration system
- **Optimization** and back up of your titration methods
- **Comprehensive training** for technicians on titrator operation

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Analytical Instrument Qualification (AIQ)

Ensure immediate audit-readiness with our AIQ services. When purchased along with an installation, our titration experts will deliver a flawless setup with full documentation of Installation Qualification (IQ) and Operational Qualification (OQ), guaranteeing your system's precision from day one.

Titration Repair Service

Send in your titrator to us for annual calibration, repairs, and maintenance.* Our Tech Support team will service your titrator and send it back to your lab or facility in a timely manner to minimize instrument downtime.

**Please note that the cost of the titration repair services may vary depending on the type of service request and after the unit has been inspected.*



DIY Wearable Parts Kits

We offer wearable parts kits for customers who are comfortable performing their own maintenance or as an add-on to onsite calibration services.

Choose the one that is right for your titrator:

Potentiometric Titrator Kit ([HI931932-WP](#))

Compatible with: Automatic Potentiometric Titrators ([HI932](#), [HI931](#), and [HI930](#))

What's included: Aspiration tubing, dispensing tubing, and burette syringe

Volumetric Titrator Kit ([HI903-WP](#))

Compatible with: Karl Fischer Volumetric Titrators ([HI933](#) and HI903)

What's included: Aspiration tubing, dispensing tubing, burette syringe, septa, and O-rings

Coulometric Titrator Kit ([HI904-WP](#))

Compatible with: Karl Fischer Coulometric Titrators ([HI934](#) and HI904)

What's included: Glass joint grease, septa, and O-rings

Below are general guidelines for changing the syringe and tubing based on the type and strength of titrant.

Syringe	
Titration	Frequency
Caustic <1N	1 Year
Caustic >1N	6 Months
Non-aqueous	1 Year
Any titrant >1N	1 Year

Tubing	
Titration	Frequency
Titration that crystallize (e.g. silver nitrate)	3-6 Months
Most others	1 Year