



CL17sc Colorimetric Chlorine Analyzer Self-Service Partnership

Your Hach **CL17sc Self-Service Partnership (SSP)** provides everything you need to operate and maintain your analyzer according to Hach's recommended maintenance schedule. This includes pre-scheduled shipments of reagents and maintenance parts and comprehensive training materials to guide you through each task. You also have unlimited access to technical support with a priority support number exclusive to service partnership customers.

Reagents and Maintenance Parts

Your partnership includes freight charges and provides pre-scheduled shipments containing:

- Reagents
- Tubing kits
- Sulfuric acid
- Cotton swabs

Training

You will gain access to a library of training material available only to SSP customers. In addition to manuals and FAQs, there is a series of videos providing step-by-step instruction on maintenance, verification, and troubleshooting, including:

- Preparing and replacing the reagents
- Replacing the tubing kit
- Cleaning the colorimeter
- Replacing the colorimeter
- Calibration and troubleshooting calibration issues
- Verifying the flow rate and troubleshooting flow issues
- Updating the firmware
- Troubleshooting inaccurate readings

Repairs

This partnership does not include repair parts or training to perform repairs. If you are having issues with the analyzer that cannot be resolved using the maintenance and troubleshooting resources provided with the SSP, call Technical Support using the priority support number. If repair is needed, we can provide a quote for repair service either on-site or at the Hach Service Center.