



ISE Sensor Series
AN-ISE sc, A-ISE sc, N-ISE sc
Bench Service Partnership

Your Hach **ISE Sensor** Bench Service Partnership (BSP) provides full coverage for maintenance and repair at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority toll-free number, which is included with your partnership documentation. If repair is required, you will be given instructions on how to send your unit to the Hach Service Center. Please have your contract number, model number, and serial number available.

Once instruments are on a Service Plan, there is no need for additional POs throughout the year. All instrument repairs, calibration, and preventive maintenance go through Hach's convenient return process.

Your Hach **ISE Sensor Bench Service Partnership** provides the following at no additional charge:

- Yearly certification and preventative maintenance
- Factory repair
- Priority service with five-business-day turnaround time
- Return shipping from the Hach Service Center upon completion of service
- Unlimited, priority Hach technical support

Verification of Instrument performance/Maintenance

- Perform limited instrument cleaning.
- Review and evaluate user programmed parameters.
- Verify all instrument connections (including initial evaluation of the network topography).
- Evaluate all instrument alarm and warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Perform diagnostics and communication to the ISE sensor thru the SC Controller – this does not include support of SC Controller unless it is covered by a service plan.
- Bi-annually replace sensor cartridge and program calibration information into controller.
- Calibrate the ISE sensor following manual instructions.
- Verify software and update as necessary.

Repairs

- Perform required repair service including parts and labor as necessary.
- Abuse or Acts of God not covered.

Reporting/Certificate of Performance

- Provide Hach Service Report with complete documentation of service performed and measurements/readings.
- Certificate of Instrument Performance for each instrument that successfully passes final testing.