



**9525sc Degassed Cationic Conductivity Panel (DCCP)  
Field Service Partnership**

Your Hach **9525sc Degassed Cationic Conductivity Panel (DCCP)** Field Service Partnership (FSP) provides one scheduled preventative maintenance visit performed by a Hach Field Service Technician. The FSP also includes any additional visits authorized by the Hach Technical Support Team and a priority toll-free number that will be included with your partnership documentation.

During the pre-scheduled site visit, your Hach Field Service Technician will complete:

***Verification of Instrument Performance/Maintenance***

- Perform general instrument cleaning
- Review and evaluate user-programmed parameters
- Evaluate all instrument alarm and warning conditions (internal to the Hach instrumentation)
- Verify sample flow
- Clean and calibrate 8315 conductivity sensor(s)
- Verify software version and update as necessary
- Refill or replace resin column with customer supplied resin as necessary<sup>1</sup>

***Repairs<sup>2</sup>***

- Perform any necessary repairs of the sc200 controller(s), with parts and labor included
- Repair or replacement of the heater<sup>3</sup>, regenerative cooler (if applicable), and temperature controller is also included
- Abuse, neglect, and acts of God not covered

***Reporting/Certificate of Performance***

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

***Training***

- Provide basic end-user training on general instrument operation and maintenance (advance notice required)

<sup>1</sup> Customer will be responsible for disposal of exhausted/consumed resin.

<sup>2</sup> Customer will be responsible for disconnecting the power when needed for service technician.

<sup>3</sup> Customer will be responsible for dismantling/mounting the DCCP Panel off the wall in case the heater needs to be replaced.