



RTC Remote Monitoring

RTC Yearly Partnership

The Yearly Service Partnership for Real Time Control (RTC) from Hach provides the assurance that you'll receive the full power and benefits from your RTC solution. During the year, Hach® technicians will monitor your system and review your data remotely, providing guidance and optimising your RTC to its highest performance and efficiency levels-specifically for your plant and application.*

The Yearly Service Partnership is an essential element of your RTC solution (starting after the completion of its Commissioning and Optimisation period) and offers these benefits:

Hach Service Benefits

- Full value of the RTC with optimal settings enabled specifically for your application
- Peace of mind with the remote data analysis and fast support from Hach's experts to ensure sustainability
- Guidance and reporting on likely settings changes to improve plant efficiency, savings, and compliance
- Increased confidence by having maintenances and repairs in expert hands
- Remote diagnosis for 12 months

Not included:

- Maintenance on instruments connected to the RTC system**
- Wear and spare parts (charged upon consumption)

Highlights

Basic RTC Partnership

- Active feedback on errors and warnings of the RTC installation and the connected measuring devices
- Fast response time in case of technical defects of the RTC and the connected measurement instruments
- Customer access to the Hach remote service specialist
- Regular backup of RTC settings (no complete system backup)

Advanced RTC Partnership

Includes Basic features plus:

- Annual complete back up of RTC system data on site during a maintenance visit (cleaning and testing of the RTC components) by a service technician
- Priority on-site response time in the event of breakdown
- Active review and recommendations on possible adjustments and optimisations of the RTC settings
- Software updates with new features (if required)
- Full back up of the system and safe storage
- Monthly RTC status reports

* An internet access and a connection to a SC1000 controller is mandatory for a full-service delivery and benefit.

** Service contracts on instruments connected to the RTC are mandatory.