



Instrument Monitoring Partnership Frequently Asked Questions

What is an Instrument Monitoring Partnership?

The Instrument Monitoring Partnership is Hach®'s premier service offering for proactively managing instrument health. It provides customers with a second set of eyes on their instrumentation, with expert Technical Support personnel monitoring connected devices and proactively providing error notification and troubleshooting help. It provides customers with best-in-class support and increased peace of mind.

What are the benefits?

Reduced risk of unexpected instrument downtime with:

- Proactive monitoring by expert Technical Support staff
- Troubleshooting help
- Error notification
- Periodic reporting
- Remote visibility for customers via Mobile Sensor Management

Are all the benefits part of the same partnership?

Yes, all benefits are part of the same partnership.

I've been considering the Instrument Monitoring Partnership but I'm undecided.

If you're in the consideration phase, you'll be happy to know that the Instrument Monitoring Partnership can make your process smoother, giving you access to experienced technicians to answer your questions and provide additional remote monitoring during the startup phase and beyond.

Will I be able to communicate directly with technical support?

Yes, Hach support is there to help you with investigation and troubleshooting in case of an issue.

What are the minimum requirements for the Instrument Monitoring Partnership?

In order to be able to deliver this service, Hach will need remote access to your connected devices. This is achieved via Hach's Claros -enabled controllers: the SC4200, SC1500, and Claros Connector* (compatible with SC200 and SC1000).

Do I have to purchase additional hardware?

No, if you have a Claros-connected controller (SC4200, SC1500, or Claros Connector), no additional hardware is required. If your sensors are currently connected to an SC200 or SC1000, the Claros Connector* can be purchased at a very low price to enable connectivity to Claros.

Does the Instrument Monitoring Partnership replace Mobile Sensor Management?

No. Mobile Sensor Management (MSM) provides customers with the tools they need to monitor the health of their own instrumentation, including remote visibility and maintenance workflows. The Instrument Monitoring Partnership however, provides more, giving live support from a team of experts at Hach who will remotely monitor your instrumentation and reach out with troubleshooting help and notification. Interested in both? If you're already an MSM customer, add the Instrument Monitoring Partnership for a small fee. New to both? MSM comes included with the Instrument Monitoring Partnership.

I already have a Field Service Partnership on my instrumentation. Why do I need the Instrument Monitoring Partnership?

Field Service Partnerships provide an excellent level of support, but they do not allow for real-time monitoring of the health of your instrumentation. With the Instrument Monitoring Partnership, you can get proactive help from a team of experts who track issues as they occur and reach out if something doesn't look right. You will also receive monthly reports detailing your instrument's health.

**Full Mobile Sensor Management (MSM) functionality via the Claros Connector will be available in mid-2021.*



Mobile Sensor Management is part of Claros™, the Water Intelligence System from Hach, which enables you to seamlessly connect and manage instruments, data, and process – anywhere, anytime. The result is greater confidence in your data and improved efficiencies in your operations. To unlock the full potential of Claros, insist on Claros Enabled instruments. Learn more at hach.com/claros.

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