



SC1500
Field Service Partnership

Your Hach **SC1500** Field Service Partnership (FSP) provides all-inclusive parts and 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 limited instrument cleaning.
- Review and evaluate user-programmed parameters.
- Evaluate all instrument alarm and warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Perform diagnostics and verify communication with attached sensors.
- Verify network communication via installed communication card.
- Calibrate recorder outputs for each sensor installed on the SC1500.
- Verify relay setup and operation if applicable.
- Verify software version and update as necessary.

Repairs

- Perform any necessary repairs, with parts and labor included.
- Includes sending unit to the factory at no additional charge if unable to repair in the field. This instrument will go to the head of the bench repair queue.
- 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).