



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

Your Hach **ISE Sensor** Field Service Partnership (FSP) provides all-inclusive parts and two scheduled preventative maintenance visits performed by a Hach Field Service Technician. The FSP also includes all visits authorized by the Hach Technical Support Team. To contact Hach Technical Support Team call the Special Priority toll free number, included with your Partnership documentation.

During the pre-scheduled site visits your Hach Field Service Technician will review and evaluate the following:

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.
- Includes sending unit to the factory if unable to repair controller in the field at no additional charge. This instrument will go to the head of the bench repair queue.
- Abuse or Acts of God not covered.

Reporting/Certificate of Performance

- Provide Hach Field Service Report with complete documentation of service performed and measurements/readings.
- 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 by the customer).

Customer Responsibility

- The cartridge will arrive at the customer site in advance and the customer is responsible for conditioning the cartridge prior to the arrival of the Hach Technician. If this is not complete, additional charge may apply. If the cartridge is lost, it will be the customer's financial responsibility to replace it.



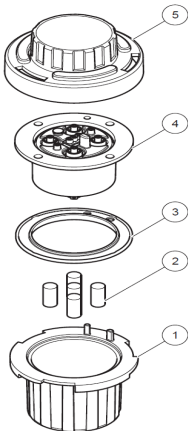
Sensor Cartridge Conditioning Procedure for AN-ISE sc, A-ISE sc, and N-ISE sc:

The ISE sensor cartridge will be shipped to the customer shipping/ mailing address provided on record and will arrive at the customer site approximately 2 weeks in advance of the scheduled Field Service visit. If any specific shipment instructions are required, including correct contact name, it is the customer’s responsibility to specify and provide this information to the Hach FST and/ or Dispatch team.

The sensor cartridge must be conditioned with a minimum soak time of 24 hours using the customer’s sample/process water. The customer is responsible for conditioning the cartridge prior to the scheduled on-site arrival of the Hach Field Service Technician. If the cartridge is not properly conditioned using the customer’s sample process water for a minimum of 24 hours before arrival of Hach Service, additional charges may apply. In the event that the cartridge is lost or miss-placed, it will be the customer’s financial responsibility to replace it.

Please follow the following step by step instructions below.

- Step 1: Turn #5 and #1 to separate body of container.
- Step 2: Remove foam plugs (#2)
- Step 3: Fill storage container (#1) with sample water from customer process water
Note: This is a critical step- must be sample water from the customer’s process
- Step 4: Replace (#3,4,5)
- Step 5: Tighten storage cap (#5)
- Step 6: Record date and time sample water was added- this will be used later
- Step 7: Allow electrode end of the cartridge (#4) to soak for a minimum of 24 hours prior to on- site arrival of the Hach Field Service Technician.



For any questions regarding this procedure, please contact your Field Service Technician at least 48 hours prior to your scheduled service visit.