



**CA610**  
**Field Service Partnership**

Your Hach **CA610** 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 and a special priority toll free number that will be included with your Partnership documentation.

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

***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.
- Reagent and sample dispensation system.
- Verify reference and working electrode.
- Replace the tubing, electrodes, membranes, and fittings as necessary.
- Verify software and update as necessary.

***Repairs***

- Perform required repair service including parts and labor.\*
- Includes sending unit to the factory if unable to repair 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.
- 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 by the customer).

\*Hach part number 5745000, analog to digital interface board, is no longer available, so replacement is not included under this service partnership.