



C1100
Preventative Maintenance Partnership

Your Hach **C1100** Preventative Maintenance Partnership (PMP) provides preventative maintenance performed on site by a Hach Field Service Technician. The PMP also includes unlimited technical support using a priority support number that will be included with your partnership documentation.

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

Maintenance/Verification of Instrument Performance

- Perform limited instrument cleaning.
- Review and evaluate user-programmed parameters.
- Evaluate any instrument alarm or warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Perform electrochemical cleaning of the sensor.
- Install new cartridge specific to the application.
- Calibrate the sensor.
- Verify sensor is measuring to expected values.
- Verify software version and update as necessary.

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).