



NA5600sc Sodium Analyzer Field Service Partnership

Your Hach **NA5600sc Sodium Analyzer** Field Service Partnership (FSP) provides full coverage, including parts, labor, and travel for two scheduled preventative maintenance visits per year performed by a Hach Field Service Technician. The FSP also includes any additional repair 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 visits, your Hach Field Service Technician will complete:

Verification of Instrument Performance/Maintenance

- Electrodes –Inspect measuring and reference electrodes, recall slope, and clean as required. Replace electrodes if cleaning does not result in successful calibration. Clean flow cell. Calibrate analyzer to standard solution value.
- Reagents and standards - Inspect levels and top off with customer-supplied reagents and standards. Clean reagent containers if necessary.
- Filter cartridge - Inspect filter cartridge and replace from customer's stock as needed.
- Flow meter – Verify calibration and calibrate if flow is inaccurate.
- Temperature Sensor - Inspect/calibrate with digital thermometer.
- Fluidics – Replace consumable internal tubing, clean flow cells and sample line filters. Replace sample line filters as needed.

Note: As part of the standard operating procedure, some end-user maintenance is required between service visits. Please see your operator's manual for details.

Repairs

- Perform any necessary repairs, with parts, labor, and travel included.
- Includes sending unit to the Hach Service Center 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).