

An Additional Set of Eyes On Your Facility

Remote Monitoring Partnerships
for Instrument and Process Management



Be Right™



Remote Monitoring Partnerships

Remote Monitoring Services give you an additional set of eyes on your instruments and treatment process to safeguard compliance and optimize operations.

As your partners, Hach®'s highly-trained Technical Support experts monitor your instrument and process performance, alert you to any potential issues, and regularly identify opportunities for optimization. This helps you get the most out of your investment in connected and automated technologies.

Our Specialists will help maximize instrument uptime by highlighting potential issues before they result in unplanned maintenance events and, depending on your desired level of support, identify opportunities for process optimization.

Two Types of Remote Monitoring Partnerships



Instrument Monitoring Partnership

- With Hach's premier service offering for proactively managing instrument health, our Technical Support Specialists will support your team by remotely monitoring your instruments' performance and alerting you to any potential equipment issues.
- The Partnership also gives you full access to Hach's innovative Mobile Sensor Management (MSM) software, helping reduce the risk of instrument downtime and ensuring accurate data.



Process Monitoring Partnership

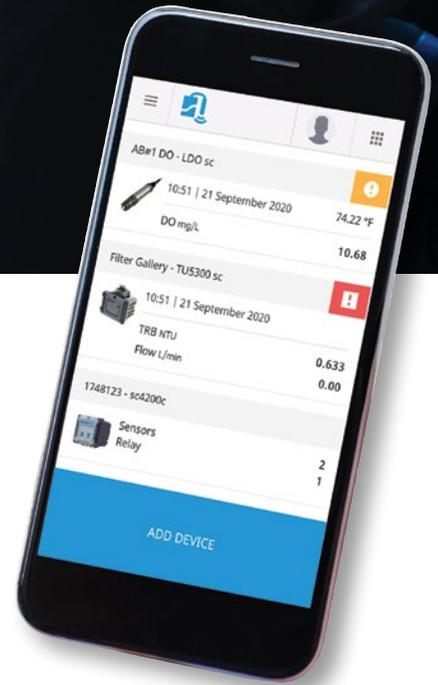
- This service for those using Hach's Real Time Control (RTC) process management systems provides the assurance that you'll receive the full power and benefits from your RTC solution.
- With it, Hach technicians will regularly monitor your system and review your data remotely, providing guidance and recommendations for optimizing your RTC to ensure maximum performance and efficiency – specific to your plant and application.

Instrument Monitoring Partnership



With an **Instrument Monitoring Partnership**, Hach's Technical Support specialists will remotely monitor your connected devices to provide you with fast and efficient technical support and advanced troubleshooting capabilities. We'll even deliver proactive alerts via email to inform you of potential issues.

Plus, you'll have full access to Hach's innovative **Mobile Sensor Management (MSM)** software, which is included in the Partnership. This approach helps you maximize your instruments' uptime, ensure data integrity, maintain operational stability, and reduce compliance risk. All at a fixed annual cost that eliminates unplanned expenses.



Hach Service Benefits:

- Remote monitoring of your connected devices by experienced Hach personnel during business hours
- Recommendations on service and maintenance needs
- Maintenance alerts provided as needed
- Instrument service guidance
- Dedicated Technical Support team available for troubleshooting consultation
- Reduced risk of instrument downtime
- Greater assurance of data accuracy

Process Monitoring Partnership



A **Process Monitoring Partnership** with Hach helps you get the most out of your RTC solution. For starters, all partnership offerings include the benefits of the Instrument Monitoring Partnership, with Hach Technical Support technicians keeping a watchful eye on the health of your RTC instrumentation.* With this guidance, you can rest assured that the data your RTC system relies on is accurate. Then, on a regular basis, Hach technicians also remotely observe and evaluate your process data. Based on their observations, the following will be performed over the course of the year:

- Delivery of status notifications if an event occurs
- Response to errors and performance alarms as they appear
 - The Hach Technical Support Team will receive an automatic email from the RTC system if an event occurs and will conduct remote troubleshooting
- Delivery of a monthly (12x year) summary report on instrument performance identifying relevant problems that have been—or are being—tracked and addressed
- Basic back up of the system and safe data storage

Hach Service Benefits

- Ensure your data is accurate with included remote monitoring of the health of your RTC instrumentation
- Maximize the value of your RTC system with optimal settings enabled specifically for your application
- Achieve peace of mind with remote data analysis and fast support from Hach's experts
- Receive guidance and reporting on recommended setting changes to improve plant efficiency and savings, or for improved security on compliance limits
- Increase confidence by putting maintenance and repairs in expert hands
- Receive remote diagnosis for 12 months

Three Process Monitoring Partnership Options



Basic Process Monitoring Partnership

The **Basic Process Monitoring Partnership** includes all elements within the Instrument Monitoring Partnership, as well as:

- Remote process monitoring
- Active feedback on warnings and errors
- Quick support on sensors for tech defects or issues with remote troubleshooting from dedicated Hach Technical Support experts
- Dedicated access to ongoing Hach Technical Support for RTC solutions
- Preventive maintenance reminders

Not Included:

- On-site factory-recommended maintenance visits for the RTC module
- Priority on-site response time in the event of breakdown
- Limited instrument cleaning and visual examination for contamination and corrosion
- Software updates with new features (if required)
- Full backup of the system and safe storage
- Review and recommendations on likely adjustments of the RTC settings
- Maintenance on instruments connected to the RTC system*
- Wear and spare parts (charged upon consumption).

**Service contracts on instruments connected to the RTC are mandatory but are not included with Process Monitoring Partnerships.*



Advanced Process Monitoring Partnership

The **Advanced Process Monitoring Partnership** includes all elements within the Basic Process Monitoring Partnership, as well as:

- One (1) on-site factory-recommended maintenance visit per year specific to the RTC module
- Priority on-site response time in the event of breakdown

During the on-site factory-recommended maintenance visit for the RTC module, the following will be performed:

- Limited instrument cleaning and visual examination for contamination and corrosion
- Software updates with new features (if required)
- Full back up of the system and safe storage
- Delivery of a monthly status report and event notification

Not Included:

- Review and recommendations on likely adjustments of the RTC settings
- Maintenance on instruments connected to the RTC system*
- Wear and spare parts (charged upon consumption)

**Service contracts on instruments connected to the RTC are mandatory but are not included with Process Monitoring Partnerships.*



Extended Process Monitoring Partnership

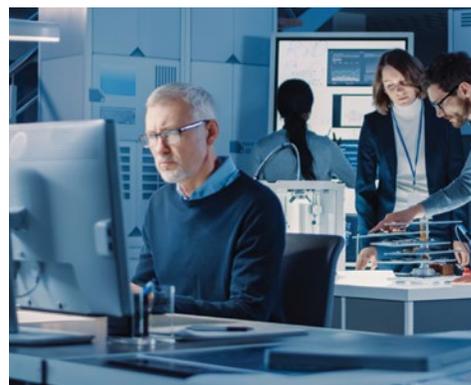
The **Extended Process Monitoring Partnership** includes all elements within the Advanced Process Monitoring Partnership, as well as:

- A thorough review and recommendations on likely optimization adjustments of the RTC settings
 - In addition to the monthly summary report, Hach Process Management experts will create and deliver an Optimization Opportunities report four (4) times a year, ensuring that opportunities to improve process efficiency are brought to your attention

Not Included:

- Maintenance on instruments connected to the RTC system*
- Wear and spare parts (charged upon consumption)

**Service contracts on instruments connected to the RTC are mandatory but are not included with Process Monitoring Partnerships.*



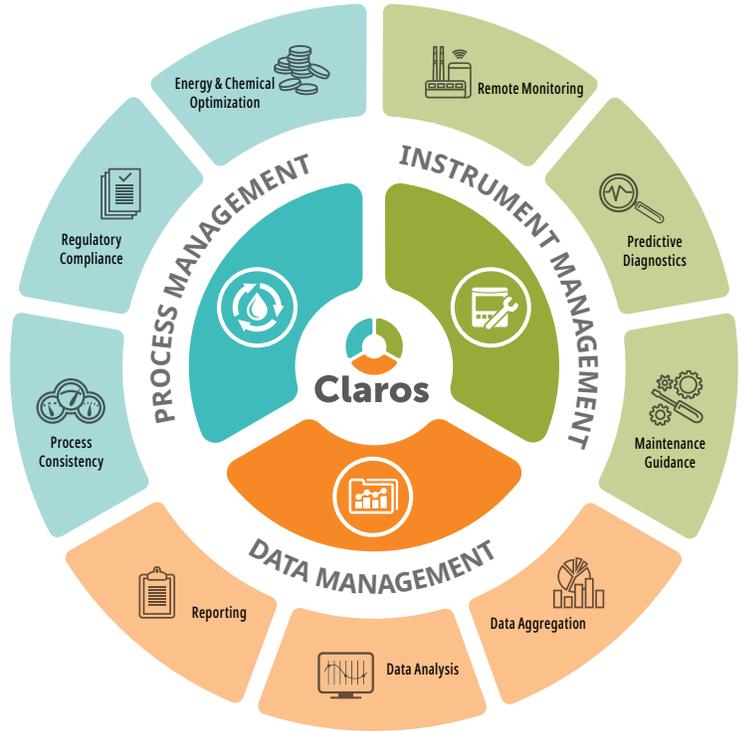
Summary of Remote Monitoring Partnerships

		PROCESS MONITORING PARTNERSHIPS (For RTC)		
		BASIC Process Monitoring Partnership ★	ADVANCED Process Monitoring Partnership ★★	EXTENDED Process Monitoring Partnership ★★★
WHAT IS INCLUDED?	INSTRUMENT MONITORING PARTNERSHIP (For Mobile Sensor Management)	<ul style="list-style-type: none"> • All features of Instrument Monitoring Partnership • Routine monitoring of RTC functionality 	<ul style="list-style-type: none"> • All features of Basic Process Monitoring Partnership • Annual on-site visits for RTC monitoring calibration and adjustments • Full RTC data back up • RTC software updates as available • Monthly system reports to help identify opportunities for improvement 	<ul style="list-style-type: none"> • All features of Advanced Process Monitoring Partnership • Recommendations for process adjustments to maximize efficiency gains • Process assessment with Hach RTC Specialists to identify improvement opportunities
	WHO IS THIS FOR?	<ul style="list-style-type: none"> • Remote monitoring of your connected devices by experienced Hach personnel during business hours • Maintenance alerts provided as needed • Instrument service guidance • Dedicated Technical Support team for troubleshooting consultation • Reduced risk of instrument down time • Greater assurance of data accuracy 	<ul style="list-style-type: none"> • Facilities seeking to proactively manage their instrumentation, reducing downtime and ensuring data accuracy • Facilities desiring proactive support—a “second set of eyes”—from the experts at Hach to help maintain instrumentation • Teams unable to closely monitor instrument health for a variety of reasons, including remote sites, staffing shortages, etc. 	<ul style="list-style-type: none"> • Municipalities on the cutting edge of technology and regulation • Large municipalities monitoring multiple parameters desiring additional monitoring support • Industrial organizations with very specific and challenging parameters requiring regular monitoring



Mobile Sensor Management and RTC are part of Claros, the Water Intelligence System from Hach. This suite of digital solutions helps water professionals with regulatory compliance, process optimization, cost savings and remote operations. Whether it's instrument, data or process management, Claros solutions combine smart instrumentation with innovative software to eliminate uncertainty, reduce costs, and improve efficiency.

Learn more at:
hach.com/Claros



With Hach Service, you have a global partner who understands your needs and cares about delivering timely, high-quality service you can trust. Our service team brings unique expertise to help you maximize instrument uptime, ensure data integrity, maintain operational stability, and reduce compliance risk. Be confident with Hach Service.

To learn more about Hach's Remote Monitoring Partnerships, contact your local Hach Representative or visit:

hach.com/Service

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