



TU5300/TU5400 Process Turbidimeter WarrantyPlus Partnership with Transition Support (2 Visit)

The Hach **TU5300/TU5400 Process Turbidimeter** two-visit WarrantyPlus® Partnership with transition support provides the assistance you need to easily integrate the new technology into your process. This service offering is available for customers who are replacing an existing 1720E Turbidimeter that is connected to a TU5-compatible controller.

This service plan includes a pre-scheduled implementation visit, a follow-up calibration/preventative maintenance visit, and operation and maintenance training provided by a Hach Field Service Technician. All parts, labor, and travel are included for the scheduled visits and any additional visits authorized by the Hach Technical Support Team. A special priority support number will be included with your partnership documentation to provide you with a direct line to our support team.

During the implementation visit, your Hach Field Service Technician will:

- Decommission the existing 1720E (customer is responsible for disposal, if necessary).
- Mount the TU5 turbidimeter using existing 1720E mounting screws.
- Mount the service bracket (if included).
- Position the flow sensor and Automatic Cleaning Module, if applicable.
- Connect the existing ¼" inlet tubing to the TU5.
- Route the waste line to an open drain.
- Connect the TU5 to the existing compatible controller (SC200 or greater).
- Program and verify all required outputs.
- Confirm the sample flow rate.
- Calibrate the instrument using Stablcal standards.
- Assist in configuring user-programmed parameters.
- Walk the user through instrument operation, maintenance, and troubleshooting.

During the follow-up visit, your Hach Field Service Technician will:

- Perform limited instrument cleaning.
- Review and evaluate user-programmed parameters.
- Evaluate any instrument alarm and warning conditions.
- Replace preventative maintenance parts.
- Perform a hardware inspection.
- Calibrate and verify using Stablcal Standards.
- Update software, if necessary.
- Provide additional training to assure users are completely comfortable with the new technology.





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 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.

Customer Requirements

- Prior to scheduling the implementation visit, the Implementation Readiness Checklist must be completed and submitted to dispatch@hach.com, along with photos of the current 1720E installation.
- A TU5-compatible controller must be installed (SC200 or greater).
- ¼" inlet tubing must be in place to provide water supply to the TU5.
- The existing waste line must be routed to an open drain.
- There must be 4" (10 cm) of clearance to the right of the right 1720E mounting screw.
- There must be 18" (46 cm) of clearance above the 1720E mounting screws for units with an Automatic Cleaning Module.
- The sample supply must allow for a flow rate of 500 mL/min to the analyzer.
- Data acquisition system (SCADA or other) wiring connections must be in place at the controller.
- Customer is responsible for disposal of the old instrumentation.