



LDO Model 2

Field Service Partnership

Your Hach **LDO Model 2 Field Service Partnership (FSP)** provides one scheduled preventative maintenance visit performed by a Hach Field Service Technician, with all parts, labor, and travel included. This partnership also includes any additional on-site visits authorized by the Hach Technical Support Team upon completion of remote troubleshooting and probe replacement upon failure. A priority toll-free support number will be included with your partnership documentation.

During the pre-scheduled site visit, 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.
- Inspect probe for signs of damage and/or leakage.
- Perform diagnostics and verify probe communication to the controller.
- Replace sensor cap annually and program calibration information into the probe.
- Calibrate the probe following manual instructions.
- Verify software 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).

Repair/Replacement

- Repairs are not possible. If the probe fails, it must be replaced.
- If a Hach Field Service Technician or Technical Advisor determines a replacement probe is required, one will be provided at no additional charge.
- The customer is responsible for installing and starting up the replacement probe. Hach Technical Support is available to assist over the phone.
- Abuse, neglect, and acts of God are not covered. See complete Terms and Conditions for details.