



FP360
Field Service Partnership

Your Hach **FP360** Field Service Partnership (FSP) provides all-inclusive parts and one scheduled preventative maintenance visit performed by a Hach Field Service Technician. The FSP Partnership also includes all visits authorized by the Hach Technical Support Team and a special priority toll free number that 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.
- Evaluate all instrument alarm and warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Replace gaskets once a year.
- Calibrate sensor.
- Verify software version and update as necessary.

Repairs

- Perform required repair service including parts and labor.
- Includes sending unit to the factory if unable to repair controller in the field at no additional charge. This instrument will go to the head of the bench repair queue.
- Abuse or 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 by the customer).