



**ISE Sensor Series**  
**AN-ISE sc, A-ISE sc, N-ISE sc**  
**WarrantyPlus Partnership**

Your Hach **ISE Sensor** WarrantyPlus® Partnership provides full coverage, including parts, labor, and travel for startup and one scheduled preventative maintenance visit performed by a Hach Field Service Technician. The WarrantyPlus Partnership also includes any additional repair visits authorized by the Hach Technical Support Team and a priority support number that will be included with your partnership documentation.

During the pre-scheduled site visit, your Hach Field Service Technician will complete:

***Maintenance/Verification of Instrument Performance***

- Perform limited instrument cleaning.
- Review and evaluate user-programmed parameters.
- Verify all instrument connections (including initial evaluation of the network topography).
- Evaluate any instrument alarm or warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Perform diagnostics and communication to the ISE sensor through the SC Controller – this does not include support of the SC Controller, unless it is covered by a service plan.
- Replace sensor cartridge and program calibration information into controller.
- Calibrate the ISE sensor following manual instructions.
- Verify software and update as necessary.

***Repairs***

- Perform any necessary repair service 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.

***Training***

- Provide basic end-user training on general instrument operation and maintenance (advance notice required).