



Start-up Service Procedures for Lab Instruments

A Hach Start-up procedure provides the following items performed by a Hach Field Service Representative. The Start-up Service for **Hach's Lab Instruments** includes the following actions:

- Basic training: covering basic instrument operation and maintenance as outlined in the respective instrument user manual. Provide specific instructions on how to contact Hach Support when needed.
- Perform a series of basic functional and performance tests to confirm that the system operates in conformance with the advertised specifications.
- Provide the customer a description of all instrument alarm and warning conditions (internal to Hach instrument).
- Issue a Certificate of Instrument Performance for each instrument that successfully passes final testing - utilizing NIST traceable where applicable.

Customer Requirements:

- The customer is responsible for installation, power and plumbing provisions prior to a Hach Field Service Representative being contacted.
- Hach does not certify the installation of instrumentation. This should be performed by the contractor or project manager.
- If additional training/entrance/licensing fee is required by the customer, Hach shall be paid the standard hourly rate and expense reimbursement for such requirements.
- **Customer is responsible to notify the Hach Representative at the time of scheduling if any hazardous conditions exist at the installation site. Examples of hazardous conditions are but not limited to confined spaces, hazardous materials.**

Additional Notes:

- Specific Analytical Method/Parameter or Application training is not included in start-up. This type of training can be made available as a fee-based offer and is available upon special request.
- Additional charges for Travel will apply.
- Start-up services are performed on business days from 8:00 a.m. to 5:00 p.m. Work outside of normal business hours will be quoted.
- Training is performed in front of the instrument at the time of Start-up.
 - Training is not provided in a classroom setting.
 - Note: Customers are NOT allowed to record (audio/video) the Start-up or training.