



ISE Sensor Series
AN-ISE sc, A-ISE sc, N-ISE sc
Preventative Maintenance Partnership

Your Hach **ISE Sensor** Preventative Maintenance Partnership (PMP) provides preventative maintenance performed on site by a Hach Field Service Technician. The PMP also includes unlimited technical support using 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 covered by a service plan.
- Replace the sensor cartridge and program calibration information into controller.
- Calibrate the ISE sensor as outlined in the user manual.
- Verify software and update as necessary.

Reporting/Certificate of Performance

- Provide Hach Field Service Report with complete documentation of service performed and measurements/readings.
- 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).



Sensor Cartridge Conditioning Customer Procedure for AN-ISE sc, AISE sc, and NISE sc:

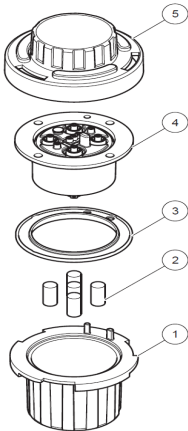
Customer Responsibility

The ISE sensor cartridge will be shipped to the customer shipping/ mailing address provided on record and will arrive at the customer site approximately 2 weeks in advance of the scheduled Field Service visit. If any specific shipment instructions are required, including correct contact name, it is the customer's responsibility to specify and provide this information to the Hach FST and/ or Dispatch team.

The sensor cartridge must be conditioned with a minimum soak time of 24 hours using the customer's sample/ process waters. The customer is responsible for conditioning the cartridge prior to the scheduled on-site arrival of the Hach Field Service Technician. If the cartridge is not properly conditioned using the customer sample/ process water for a minimum of 24 hours before arrival of Hach Service, additional charges may apply. In the event that the cartridge is lost or miss-placed, it will be the customer's financial responsibility to replace it.

Please follow the following step by step instructions below.

- Step 1: Turn #5 and #1 to separate body of container.
- Step 2: Remove foam plugs (#2)
- Step 3: Fill storage container (#1) with sample water from customer process water
Note: This is a critical step- must be sample water from the customer's process
- Step 4: Replace (#3,4,5)
- Step 5: Tighten storage cap (#5)
- Step 6: Record date and time sample water was added- this will be used later
- Step 7: Allow electrode end of the cartridge (#4) to soak for a minimum of 24 hours prior to on- site arrival of the Hach Field Service Technician.



For any questions regarding this procedure, please contact your Field Service Technician at least 48 hours prior to your scheduled service visit.