

RTC Yearly Partnership

The Yearly Service Partnership for Real Time Control (RTC) from Hach provides the assurance that you'll receive the full power and benefits from your RTC solution. During the year, Hach technicians will monitor your system and review your data remotely, providing guidance and optimising your RTC to its highest performance and efficiency levels – specifically for your plant and application.*

The Yearly Service Partnership is an essential element of your RTC solution (starting after the completion of its Commissioning and Optimisation period) and offers these benefits:

Hach Service Benefits:

- Full value of the RTC with optimal settings enabled specifically for your application
- Peace of mind with the remote data analysis and fast support from Hach's experts to ensure sustainability
- Guidance and reporting on likely settings changes to improve plant efficiency, savings, or security on compliance limits
- Increased confidence by having maintenances and repairs in experts hands
- Remote diagnosis for 12 months
- Travel expenses.

Not included:

- Maintenance on instruments connected to the RTC system**
- Wear and spare parts (charged upon consumption).

Highlights:

Performance

- Plant/RTC performance monitored remotely with active feedback on warnings and errors
- Quick support on sensors for tech defects or issues with remote troubleshooting from dedicated Hach® Technical Support experts
- Dedicated access to ongoing Hach Technical Support for RTC solutions
- Preventive maintenance reminders

Optimisation

- Review and recommendations on likely adjustments of the RTC settings

Reporting

- Delivery of a report 4 times per year ensuring that:
 - System is performing as per expectations
 - Relevant noticed problems are tracked and addressed
 - Opportunities to improve efficiency are raised to your attention

Maintenance

- On-site factory-recommended maintenance visits (for RTC modules: 1x/year)
- Priority on-site response time in the event of breakdown
- Limited instrument cleaning and visual examination for contamination and corrosion
- Software updates with new features (if required)
- Full backup of the system and safe storage

* An internet access and a connection to a SC1000 controller is mandatory for a full-service delivery and benefit.

** Service contracts on instruments connected to the RTC are mandatory.