



Frequently Asked Questions:

Process Monitoring Partnership

What is a Process Monitoring Partnership?

This is a service that ensures the performance of the Real Time Control (RTC) module, providing optimisation guidance for your treatment process.

The Process Monitoring Partnership is designed to provide a higher level of performance, optimisation, peace of mind, permit compliance, and cost savings.

What are the benefits?

- You can **save time** addressing issues, having a dedicated Hach support team available to consult.
- You can **reduce the risk of unexpected downtime**, with recommendations on service and maintenance of your system.
- You can **enhance process optimisation**, with Hach technicians providing guidance specific to your plant and application.*

Are all the benefits part of the same partnership?

No, there are actually two levels of partnership:

- Basic
- Advanced

For details on each partnership level, please review our Remote Monitoring Partnerships brochure.

I already have an RTC unit installed. Do I need this service?

A Process Monitoring Partnership enhances your existing RTC experience. With continuous monitoring by Hach technicians, you'll know you have a backup.

I've been considering RTC, but I'm still undecided.

If you're in the consideration phase, you'll be happy to know that a Process Monitoring Partnership can make the process smoother, giving you access to experienced Hach technicians to answer your questions and provide additional remote monitoring during the startup phase and beyond.

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



RTC is part of Claros™, the Water Intelligence System from Hach, which enables you to seamlessly connect and manage instruments, data, and process – anywhere, anytime. The result is greater confidence in your data and improved efficiencies in your operations. To unlock the full potential of Claros, insist on Claros Enabled instruments. Learn more at: hach.com/claros.

