

Remote Monitoring Service – Frequently Asked Questions

What is the RTC Yearly Service Partnership?

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

The RTC Yearly Service 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 **enhance process optimisation**, with Hach technicians providing guidance specific to your plant and application.*
- You'll be able to **review your plant's performance** with reports provided every three months, and a track record of events and data in case of inspection need.
- You can **reduce the risk of unexpected downtime**, with recommendations on service and maintenance of your system.

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

The Yearly Service Partnership enhances your existing RTC experience. With continuous monitoring by Hach technicians, you'll know you have a backup in case of issues.

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

If you're in the consideration phase, you'll be happy to know that the RTC Yearly Service 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.

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

***Not included: Maintenance on instruments connected to the RTC system; wear and spare parts (charged upon consumption)*

Service contracts on instruments connected to the RTC are mandatory.



RTC is part of Claros, Hach's innovative Water Intelligence System, enabling 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.

Will I be able to communicate directly with technical support?

Yes, Hach support is there to help you with investigation and troubleshooting in case of an issue. (access to local technical support in local language may vary per country).

What about repairs and reporting? Are they included?

Yes, the Program includes reporting at three month intervals, and traditional services such as repair of the RTC system (with some limitations**).

When would this service begin?

The Yearly Service Partnership starts after the completion of the commissioning of your RTC system, allowing you to experience the greatest benefits from your RTC system. If your plant is already equipped with RTC, and you would like to include the Yearly Service Partnership, it can be started at any specific point in time.

What are the minimum requirements for the RTC Yearly Service Partnership?

In order to be able to deliver this service, Hach will need you to provide remote access to the RTC and agree that the system will send automatic emails to Hach. Additionally, in case of open loop applications, you will be required to provide comparative data upfront.