



EZ3000sc/EZ3500sc Series Analysers

The EZ and EZ sc Series of online analysers are complex instruments requiring regular maintenance to operate at peak performance. Let Hach Service experts do the work for you, so you can have peace of mind that your investment is protected, and the analyser is delivering the accurate measurements you need to manage your critical treatment processes.

Benefits of Service

- Ensures maintenance is done properly to maximise uptime and extend instrument life
- Eliminates significant time and hassle of performing service and managing maintenance schedules
- Ensures critical measurements are accurate, reliable, and available when you need them
- Hach® experts can detect and prevent potential issues that can degrade performance or result in failure
- Technical support hotline provides rapid and direct resolution and field support when an immediate fix is not possible

Maintenance Tasks Performed

Routine:

- Examine for leaks, drain line obstruction, low solution levels, or other abnormal conditions
- Verify sample pressure and flow, and adjust as needed to optimise performance
- Resolve any alarm or warning conditions
- Verify functionality of display, keypad, mA outputs, and relays
- Inspect stirrer, peristaltic pumps, micropumps, and pinch valves for proper operation
- Replace tubing and micropump duckbill valves to maximise uptime
- Clean and calibrate electrode to ensure measurement accuracy (EZ3500 only)
- Perform validation measurement with standard solution and recalibrate if needed

Advanced:

- Perform advanced troubleshooting to resolve any complex issues
- Produce service report and performance certificate to support quality management and compliance

Annual Average Maintenance Time: Up to 32 hours
Recommended Maintenance Frequency: 4x / year

Parts Replaced During Maintenance

EZ3000sc Series			
Part #	Description	Qty.	Frequency
APPAZ0002215	Tubing Set (1 year of operation)	1	12 Months (portion replaced every 3 months)
APPAF0001805/ APPAF0001802	Electrode (Chloride/Fluoride)	1	6 months
APPAA0020290	Duckbill for micropump	1	12 Months

EZ3500sc Series			
Part #	Description	Qty.	Frequency
APPAI0000715	Dispenser Valve	2	12 Months
APPAI0000710	Dispenser Syringe	2	12 Months
APPAZ0002435	Tubing set (1 year of operation)	1	12 Months (portion replaced every 3 months)
APPAF0001805/ APPAF0001802	Electrode (Chloride/Fluoride)	1	6 months
APPAA0020290	Duckbill for micropump	8	12 Months

These parts and replacement labour are included with a Hach Service Plan at the recommended frequency. Certain part quantities are dependent upon instrument model. Coverage is available for on-site repairs.

For more information, visit: www.uk.hach.com/service