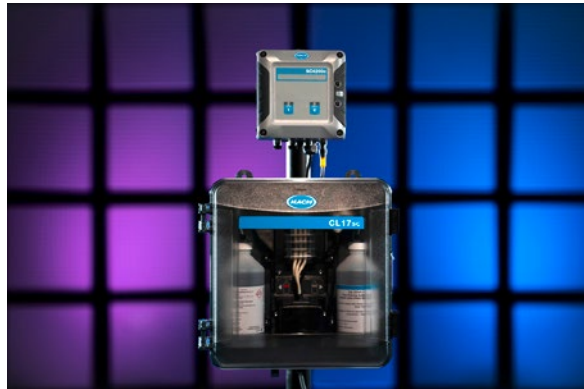# Frequently Asked Questions: CL17sc

Why did Hach develop a replacement for the CL17?

A. We wanted to take one of the most well-respected chlorine analyzers in the world and make it more user-friendly than ever before. We also wanted to give it more capabilities to deliver value in today's data-driven world. The CL17sc delivers on these features while preserving the same trusted reliability and accuracy of Hach®'s CL17.

Q: Can I still buy a CL17?

A: The CL17 will remain available for sale for a period of six months after the release of the CL17sc. Buyers of a legacy CL17 during this time period have no need to worry about their investment, as Hach will support the CL17 with parts and service for a minimum of five years.

Q: I recently purchased a CL17 — how long will Hach stand behind this product?

A: If you recently purchased a CL17, rest assured that you're in good hands. Hach is committed to supporting the CL17 with parts and service for a minimum of five years after the transition to the CL17sc. You've made a great investment and Hach will be there to see that you get the most out of the life of your new CL17.

Q: I have a Hach Service Plan with my current CL17 — can it be transferred when I upgrade to the CL17sc?

A: Yes, Hach Service will facilitate a seamless transfer of your existing CL17 Service Plan when you upgrade to the CL17sc.

Q: Does the CL17sc require an SC controller?

A: Yes, the CL17sc requires an SC controller to operate. The CL17sc can be managed from all Hach SC controllers as well as the 5500sc AMC analyzer.

Q: What improvements does the CL17sc deliver over the CL17?

A: The CL17sc delivers many improvements over the CL17:

Routine maintenance made easy:

- Completely redesigned tubing and pump system dramatically reduces time spent on routine maintenance.
- Step-by-step, on-screen instructions for all routine maintenance activities means novice and expert users will know that they performed a task correctly without missing any key steps.

Comprehensive diagnostics:

- A built-in flow meter provides real-time flow readings (mL / min) on screen, addressing the most common troubleshooting issue with process analyzers.
- On-screen diagnostics menu provides quick identification of warnings and errors. No more guessing what's wrong.
- A three-color status light gives immediate feedback — even from across the room — on the instrument's operating status.

HACH ®

Be Right™

- Three measurement cycle lights show which stage of the measurement the analyzer is performing at all times. No more wondering whether the analyzer is flushing the sample, mixing reagents, or taking a measurement.
- A colorimeter window allows for additional visual verification that the instrument is working as intended.

Expanded connectivity:

- The CL17sc comes ready to be used with Hach's innovative Claros Mobile Sensor Management, which allows users to view measurement data and instrument status anytime, anywhere, on any web-enabled device.
- The CL17sc now connects to Hach's family of SC controllers, providing capabilities for internal data logging, external analog and digital communication alternatives, and multi-parameter instrument flexibility.

Improved performance:

- The CL17sc measures from 0.03 to 10 mg/L free or total chlorine, doubling the range of the CL17.

Q: Is the CL17sc introducing a new methodology / technology?

A: No, the CL17sc uses the same proven DPD colorimetric method for measuring residual chlorine as the CL17.

Q: Does the CL17sc use the same reagents as the CL17?

A: Yes, the CL17sc uses the same reagents (same part numbers) as the CL17.

Q: Does the CL17sc comply with the same approved regulatory method as the CL17?

A: Yes, the CL17sc complies with US EPA 40 CFR 141.74.

Q: Is the CL17sc Claros™ enabled?

A: Yes, the CL17sc comes ready to be used with Hach's innovative Claros Mobile Sensor Management, which allows users to view measurement data and instrument status anytime, anywhere, on any web-enabled device. Alerts for upcoming maintenance and issues requiring immediate attention are all in the palm of your hand. Detailed, step-by-step illustrated instructions for routine maintenance tasks also allow users to feel confident they've performed maintenance correctly. Be sure to choose a Claros enabled controller when you purchase your new CL17sc.

Q: Will the CL17sc fit where my current CL17 is mounted?

A: Yes, although the CL17sc has a smaller footprint than the CL17, it is designed to fit the same top or bottom mounting holes as the CL17. Keep in mind that you'll also need a Hach SC controller mounted nearby.

Q: I see that there are two installation kits for the CL17sc — which one is best for me?

A: Users can select one of two installation kits at the time of purchase, both of which are designed to manage sample pressure to the analyzer:

Standpipe installation kit: Works well in all conditions. The standpipe has no moving parts, making it very reliable. This installation kit requires two feet of space above the top of the analyzer, so keep that in mind as you think about your installation space.

Pressure regulator installation kit: Works well in all conditions except for when sample pressure is consistently at the low end of the analyzer's specifications. This installation kit is compact, so it may be the best choice when there is not enough space above the analyzer for a standpipe installation kit.

Q: What Hach Service Plans are available with the CL17sc?

A: We have a full offering of Service Plans available for the CL17sc. Please visit Hach.com/service or check out our service offering here.

Q: How do I order a CL17sc?

A: You can puchase one here. Or you can purchase through these additional channels: contact your local sales manager, send an email to orders@hach.com, or call us at the number listed on your local hach.com page.

HACH COMPANY World Headquarters: Loveland, Colorado USA

| United States: | 800-227-4224 tel | 970-669-2932 fax | orders@hach.com |
| Outside United States: | 970-669-3050 tel | 970-461-3939 fax | int@hach.com |

hach.com

HACH®

Be Right™