FSData Online Frequently Asked Questions
Customer-owned FL900 loggers.

Accessing the new FSData Online

Q: How can I access the new FSData Online after the launch?

A: The account administrator for your account will get a welcome email to our Claros Water Intelligence System. Following the link in the welcome email, the person at your organization who is assigned as the account administrator or primary account holder will be prompted to complete the Claros account setup. After entering FSData Online software, a FSData icon can be chosen and an initial account linking process will take place automatically where the FSData account credentials will be used to link your FSData account within the Claros Water Intelligence System.

Q: How can I access the new FSData Online after the launch if I am not an account administrator?

A: The account administrator will need to follow the steps outlined in the previous Q&A. After the account administrator is setup within the new application, he/she will be able to setup additional users to have administrator or viewing only rights within the FSData Online account.

Preparing for the new FSData Online application

Q: I own my own FL900 loggers. What do I need to do to prepare for the new FSData Online application?

A: Please take these three steps:

1. Please help us keep you and your teams informed by logging into the current FSData Online to make sure your administrator and user email addresses are filled in and correct in the account's menu. The administrator user email will get the initial Claros account setup email.

2. Prepare to move site attachments to the new FSData Online software. Please download your site attachments from the old FSData Online to move them to the sites in the new application. The new FSData Online uses a library within Claros which allows you to create folders and store site attachments in a more organized way at your flow logger sites. The site attachments will not move automatically from the old site to the new.

Adobe Flash Questions

Q: Adobe Flash Player popped up with a message to uninstall due to the upcoming end of life. Will FSData continue to function if I uninstall Adobe Flash Player?

A: Until the launch of the new FSData Online software on December 9th 2020, the current FSData Online is dependent on Adobe Flash Player. Please click remind me later to avoid any issues logging into the current FSData Online.

Q: Will all my connected instruments move over to the new FSData automatically and will I lose any of my Flow data?

A: All connected instruments and data, including inactive sites, will move over to the new FSData automatically with no action required on your part.

Example of the Adobe Flash notification screen "Remind Me Later" option

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3. If you are the main account administrator for your FSData Online account, keep an eye out for your Claros welcome email. You are the main user in the new application and will need to set up any additional administrators, users or viewers in your account.

Q: What is a "site attachment"?

A: Site attachments are optional files that you may have created and want linked to your Flow data. A site attachment may contain photos or documents for example.

Q: What is an API?

A: An API (Application Programming Interface) is way to link data from FSData to other 3rd party applications such as FlowWorks or SCADA.

Q: Will I need to change API endpoints for the new FSData application?

A: No, if you already have an API pointed to FSData, no need to change the end points or any programming. The current API will continue to function.

Q: Will I still be able to access the old version of FSData after the new version launches?

A: The old FSData site will continue to function until December 31, 2020; this will allow for anyone needing to download and move site attachments time to do so. After December 31st the old site will be redirected to our informational landing page to ensure all users have the information needed to get into the new FSData Online application. To get ahead of this effort, feel free to begin downloading site attachments and saving them locally to be moved to the new application at your convenience.

Pricing questions

Q: Is there a subscription for the new FSData Online?

A: The move to the new platform accompanies a new economically tiered subscription price. All current connected loggers as well as any purchased before December 31, 2020 will move to the new platform on a 6-month no-charge transition period. For customers who already have FL900s on Hach-owned cellular plans, the transition to the new price will occur at the contract renewal time for the cellular plan with proration for the no charge period. The no charge period will last from December 2020 to June 2021.

To help you calculate the price after the 6-month transition period and for any new FL900 Wireless Loggers purchased after December 31, 2020, please see the table below or contact your local Hach Flow Representative for a budgetary quote. (insert button to hach.com/flow). Three-year pricing options are available. Contact your Hach Flow Representative to discuss your options.

Q: My FL900s currently have Hach activated cellular plans. When will my account switch to the new pricing?

A: Customers already on Hach activated cellular plans will switch to the new pricing model upon renewal of the cellular plan service contract. If the renewal occurs prior to June 1, 2021, there will be a prorated discount to allow for no upcharge from the normal cellular plan fee until the June 1, 2021 date. If the renewal occurs after the June 1, 2020 date, the newly quoted pricing will follow the new pricing schedule without any proration as the 6-month free subscription period has already passed. Formal quotations will be sent prior to the contract expiration to allow review of the new pricing for the renewal.

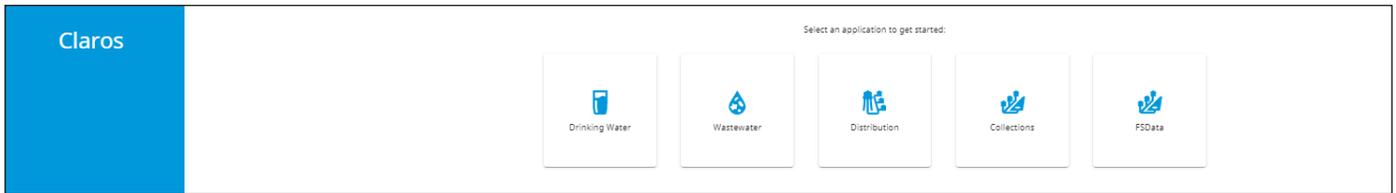| Yearly Component Pricing		
Platform	**Base Fee**	**$200**
FSData (Cellular plan & subscription bundle)	Connected Loggers (per FL900)	
	1 to 4 loggers	**$500**
	5 to 9 loggers	**$485**
	10-19 loggers	**$470**
	20+ loggers	**$455**
FSData (Subscription only)	Connected Loggers (per FL900)	
	1 to 4 loggers	**$200**
	5 to 9 loggers	**$185**
	10-19 loggers	**$170**
	20+ loggers	**$155**

Example:

Q: My FL900s are not on Hach activated cellular plans. How will this transition work for me?

A: Customers not on Hach activated cellular plans will switch to the new pricing on June 1, 2021. Formal quotations with this subscription will be sent 90 days before this date.

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Example of Claros interface

Q: Can I purchase multi-year contracts / subscriptions?

A: Yes, there are options for 1 or 3-year subscriptions, and 3-year subscriptions offer 10% off the annual subscription price.

Q: What is the Platform/Base fee?

A: The Claros Platform/Base fee covers the following items. Each Claros customer will pay a base fee, per account, per year.

• Access to the Claros Water Intelligence System

• Unlimited users

• Unlimited historical data storage

• Continual Updates to the software from Hach

• Improved data security

Q: Would there ever be a time a customer account pays more than one base fee?

A: Yes, if a customer wants to separate data to separate accounts they can choose to do this. This will require paying base fees per account. (This is not common and only typically seen with Flow Service providers or E&C companies)

For example, if City of X wants to have an account for their Claros connected sensors in their Wastewater Treatment Plant, and they want their flow sensors in their collection system to have a separate account that is not connected to the plant data, they will pay a platform fee for the account connected to the Wastewater Treatment Plant and a separate platform fee for their FSData account connected to their flow sensors in their collection system.

Whereas if City of Y wants to have all their Claros connected sensors to show up under the same account, they would only pay one platform fee. They would be able to access any Claros product they are subscribed to when logging in.

Q: What are examples of the new pricing scheme for customers who own their own FL900s?

A: The following pricing examples each use 7 FL900 Wireless Flow Loggers.

Yearly pricing:

• A customer already on their own cell plan would pay ($185 x 7) + $200 platform fee = $1495, which equates to $17.80 per logger per month.

• A customer with cellular bundled would pay ($485 X 7) + $200 platform fee = $3595, which equates to $42.80 per logger per month.

3-year pricing:

• A customer already on their own cell plan or non-wireless connections would pay ($500 x 7) + $540 platform fee = $4040, which equates to $16.03 per logger per month.

• A customer with cellular bundled would pay ($1310 X 7) + $540 platform fee = $9710, which equates to $38.53 per logger per month.

Hach World Headquarters: Loveland, Colorado USA

United States: 800-368-2723 tel   970-669-5150 fax   hachflowsales@hach.com
Outside United States: 970-622-7120 tel
hach.com/flow

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