



# HYDROLAB to Aqua TROLL Transition Frequently Asked Questions

## **How long will we honor open quotes?**

We will no longer be providing quotes after June 30<sup>th</sup>, 2026, and will cease production on July 31<sup>st</sup>, 2026. We will honor any orders or open quotes that have not expired through July 31<sup>st</sup>, 2026.

## **If a customer currently has a Hydrolab instrument, what options do they have?**

Customers can take advantage of our trade-in offer, which includes exclusive 20% savings on Aqua TROLL 500-800 sondes and sensors, plus one complimentary year of In-Situ Care Ultimate so they have the support and confidence they need from day one. To receive the discount and service package, they must provide the serial number of the Hydrolab Sonde being replaced and proof that it's out of service.

## **What advantages does the Aqua TROLL have over the Hydrolab?**

The Aqua TROLL® is a fully customizable multiparameter sonde with interchangeable, field-replaceable water quality sensors and a mobile app interface that enables simplified calibration, easy set up and automatic data uploads to the cloud. The Aqua TROLL® is optimized for long-term monitoring of water quality in the harshest environments, with interlocking sensors that minimize surface area, an integrated dual-sided wiper, and flat-faced sensor design. Monitoring experts appreciate low energy use that lengthens maintenance cycles, and an integrated LCD for checking deployment readiness, battery life and sensor status.

The Aqua TROLL 500 and 700 models are popular for spot-checking and for integration into external data loggers or telemetry. The Aqua TROLL 600 and 800 models add battery power with a 9+ month battery life and internal memory for use as a standalone data logger, or backup in case of unplanned telemetry interruptions. All models support SDI-12 and Modbus communication with no external adapters required. The VuSitu mobile app provides a simplified user experience that makes this advanced technology accessible to everyone.

## **Who should customers contact for Aqua TROLL multiparameter sonde information and quotes?**

You can direct customers to their regional sales representative or email [sales@in-situ.com](mailto:sales@in-situ.com). Support and escalation paths remain unchanged.



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## **How long is service for the Hydrolab going to be supported?**

Instrument evaluation, calibration, and repair through July 2027, or until parts are no longer available (whichever comes first). Aqua TROLL is a comparable and suitable alternative and may be offered as an option for the repair or replacement of warranted Hydrolab products.

## **Will documentation, manuals, and certifications remain accessible?**

Yes. Existing documentation, manuals, and firmware will remain accessible on the Ott website.

## **What replacement parts will be available, and will they be new or remanufactured?**

We plan to offer replacement parts through July 2027 or until parts are no longer available. Replacement parts will be new unless otherwise specified on your order.

## **Can customers continue to purchase calibration solutions?**

Yes. Calibration solutions for Hydrolab instruments are available through Hach and will continue to be supported in the future. To purchase calibration solutions, contact [orders@hach.com](mailto:orders@hach.com) or call 1-800-227-4224.

## **Can customers get a Bench Service Plan or extended warranty with their final Hydrolab purchase?**

These options are not available on new Hydrolab instrument purchases. Aqua TROLL instruments come with a standard warranty and are available with an extended warranty or In-Situ Care plan.

## **How long can customers contact technical support for a Hydrolab instrument?**

Technical support for the Hydrolab will be available through December 2027. Depending on part availability, they may or may not be able to offer service on the instrument. Third-party global Hydrolab service centers already authorized to provide Hydrolab support by Ott may opt to continue supporting Hydrolab beyond Ott's obsolescence timeframe, but Ott cannot guarantee this.