



Lachat Autosampler
ASX-260, ASX-520, ASX-280, ASX-560
BenchPlus Service Partnership

Your **Lachat ASX Autosampler** BenchPlus Service Partnership provides full coverage, including one scheduled preventative maintenance visit performed on site by a Hach Field Service Technician and repairs at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority toll-free number included with your partnership documentation. If repair is required, you will be given instructions on how to send your unit to the Hach Service Center.

NOTE: Only the ASX models listed above are eligible for coverage. Must be purchased along with separate coverage for the QC8500 system.

Maintenance/Verification of Instrument Performance

- Clean the assembly
- Verify autosampler alignment and adjust as needed
- Test autosampler for proper functionality

Repairs

- Any necessary repairs will be performed at the Hach Service Center.
- All parts, labor, and 2nd day return shipping are included.
- Priority repair status with five-day turnaround time.
- A loaner instrument can be provided at no extra charge for use during the repair.
- Abuse, neglect, and acts of God not covered.

Reporting/Certificate of Performance

- Provide Hach Service Report with complete documentation of service performed.
- Issue Certificate of Instrument Performance for each instrument that successfully passes final testing during on-site maintenance service.

Training

- Provide basic end-user training on general instrument operation and maintenance (advance notice required).