



QC8500
Bench Service Partnership

Your **Lachat QC8500** Bench Service Partnership (BSP) provides full coverage for annual preventative maintenance and repairs at the Hach Service Center. As needed, call your Hach Technical Support Team for assistance using the priority support number included with your partnership documentation. If repair is required, you will be given instructions on how to send the unit to the Hach Service Center.

Once instruments are on a service plan, there is no need for additional POs throughout the year. All instrument services are covered and are arranged through Hach's convenient return process.

Your Hach **Lachat QC8500 Bench Service Partnership** provides the following:

- Annual preventative maintenance service
- Full coverage for repairs at the Hach Service Center
- Priority service with five-business-day turnaround time
- Free loaner instruments
- Free 2nd day return shipping
- Unlimited, priority Hach technical support

Maintenance/Verification of Instrument Performance

- Perform limited instrument cleaning.
- Core Unit - Inspect source lamp and socket assembly, power supplies, and distribution boards.
- Valve - Replace valve rotor, clean internal valve parts, inspect motor and sector wheel, test valve.
- Detector - Inspect and clean fiber optic cables, adjust baseline voltages (if needed), test detector.
- Pump - Inspect gears and verify stand-by feature.
- Heater –Verify heater control.
- Eluent Pump (*IC option only*) - Replace seals, clean pump head, inspect check valves, test operation.
- Conductivity Module (*IC option only*) - Clean flow cell, perform pcb and heater test.
- Fluidics – Replace sample lines, waste lines, flow cell flares, and valve tubing.
- Dilutor – Replace seal, clean and inspect internal parts. Verify proper operation.

Repairs

- Perform required repair service with parts and labor included.
- Abuse or Acts of God not covered.

Reporting

- Provide Hach Service Report with complete documentation of service performed and measurements/readings.

NOTE: ASX Autosampler, Digester, and Micro Dist are not covered under this service plan. If you would like to have service coverage for these accessories, separate offerings are available.