



**AS950 Sampler Head/Controller only  
Bench Service Partnership**

Your Hach **AS950 Sampler Head/Controller only** Bench Service Partnership (BSP) provides factory bench repair at no additional charges. Call your Hach Technical Support Team for instructions on how to send in to the factory. To contact your Hach Technical Support Team call the Special Priority toll free number, this is included with your Partnership documentation. Call technical support to trouble shoot your specific instrument. Please have your contract#, Model# & Serial# available when you call. ***Refrigeration not covered under this offering.***

Your Hach **AS950 Sampler Head/Controller only** BSP provides the following at no additional charge:

- Yearly certification and preventative maintenance
- Factory repair
- Priority service with five-business-day turnaround time
- Unlimited, priority technical support

***Verification of Instrument Performance/Maintenance***

- Perform limited instrument cleaning.
- Evaluate user-programmed parameters.
- Evaluate all instrument alarm and warning conditions (internal to your Hach instrument).
- Verify instrument operating voltages.
- Verify installation and connections (including initial evaluation of the network topography).
- Sample volume calibration using proper method as per customer application.
- Perform check of liquid sensor output voltages for both dry & wet readings and adjust if needed.
- Calibration of 4-20ma outputs if so equipped. A check of output signal to assure proper operation of instrument.
- Replace desiccant, pump tubing and memory battery if required.
- Ensure proper operation of the pump assembly and replace as needed.
- Verify software and update as necessary.

***Repairs***

- Perform required repair service including parts and labor as necessary.
- Abuse or Acts of God not covered.

***Reporting/Certificate of Performance***

- Provide Hach Field Service Report with complete documentation of service performed and measurements/readings.
- Issue Certificate of Instrument Performance for each instrument that successfully passes final testing.