

## **Technical Support Tips: Remember to perform basic maintenance for your Lachat system**

Just like an automobile, the Lachat QuikChem system consists of many components and requires preventative maintenance to be kept running smoothly.

Following Lachat's basic maintenance guide in the User Manual will help prevent problems from occurring. Users that do not perform regular maintenance may not realize that a problem is developing until they are suddenly unable to run the instrument. Considerable time may then be spent in trying to figure out the origin of the problem

The most common reason for not performing regular maintenance is that it requires a regular time commitment. It is easy to fall into a "if it works don't fix it" mentality. Again, it is wise to think back to the car analogy. You would not drive your automobile for years without maintenance, waiting for a problem to occur. Instead, your regular maintenance procedure includes things like changing the oil, rotating the tires, and replacing filters. A regular maintenance routine should be established in a similar way for your Lachat Quikchem system.

An example of a common maintenance action is replacing waste lines. Waste lines will get dirty over time. This can lead to subtle flow issues that may be visible only occasionally, making the problem very difficult to diagnose. It is best to change the waste lines as part of a regular maintenance routine so that these problems never occur and time is not wasted troubleshooting.

Many users will do a majority of the general maintenance themselves. However, there are components, such as injection valves, that will require regular servicing by Lachat personnel. Lachat offers Field Service Partnerships that will bring trained Lachat personnel to your lab to provide the maintenance that keeps your system running efficiently. Lachat also offers Factory Service Partnerships for users that choose to do the basic maintenance on their own. The Factory Service Partnership will cover many basic maintenance parts the user can replace themselves as well as the cost of many components that need to be sent in for service.

Whether you find the time to do regular maintenance yourself or whether you prefer to have it done by a trained Lachat representative, you may inquire about one of our Service Partnerships by contacting Lachat Technical Support or your local Lachat Sales representative.

**Phone:** (800) 247-7613

**Email:** [sales@lachatinstruments.com](mailto:sales@lachatinstruments.com)

**Web:** [www.lachatinstruments.com](http://www.lachatinstruments.com)