

Flow Analyzer after hour (after 5pm or weekend) self-operation policy

- 1) All analyzers are QC basically every day from Monday to Friday. However, we are not able to guarantee the quality of the instrument after hour or in the weekend. If we know that the machine is not functioning 100%, the ilab calendar of that particular machine will be blocked from further reservation.
- 2) If you encounter problem after hour, please notify the flow core IMMEDIATELY. We need to notify the rest of the users in the weekend and troubleshoot the instrument first thing in the next working day.
- 3) If you encounter issue after hour, please fix the samples (if possible) and we will try to run them the next working day. Hopefully we can still extract some useful data for you.
- 4) If you do not run the machine often, please DO NOT use the instrument after hour. Please request the refreshment training on the instrument and practice at least a few times before scheduling experiment after hour.
- 5) Once you report to us the issue on the instrument, we will definitely waive your charge after the investigation. However, we cannot compensate your time, reagent, sample and frustration because of the possible instrument malfunction in the weekend.