

# Analytical Instrument Purchasing Guide



## Instrument Related

- ☐ 1. Confirm applicable range
- ☐ 2. Sample Throughput - Cycle Time to process two or more samples
- ☐ 3. Available Choices (types or choices) and Upgrade Path (future adaptation without repurchasing unit)
- ☐ 4. What standard configuration is best to satisfy your needs?
- ☐ 5. Warranty-
  - ☐ What is the warranty period?
  - ☐ What does it cover?
  - ☐ Does service take place at the factory or on site?
- ☐ 6. Built-In Diagnostics - Does unit include user accessible information for trouble-shooting/maintenance?
- ☐ 7. Operating Environment Requirements and Site Prep Considerations



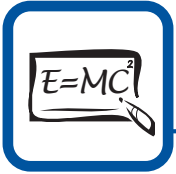
## Data Handling - Instrument Control

- ☐ 1. What is the storage file format and capabilities – can I easily share data or export to Excel, Word and PDF?
- ☐ 2. File Structure -
  - ☐ Ease of retrieving data?
  - ☐ Operation and Set Up?
  - ☐ User interface for new users?
- ☐ 3. Presentation or Publication of Data -
  - Can I use graphs?
  - Results in Word reports, Power Point, or Posters?
- ☐ 4. Compliance-
  - Windows Compatibility? Mac Compatibility?
  - GLP, cGMP, CFR, etc. compliant?
- ☐ 5. Cost of Upgrade-
  - What is grace period for free update?
  - What is upgrade policy after the first year?
- ☐ 6. What level of training and support is included with the instrument purchase? - Remote, Phone, Email or On-Site



## Performance

- ☐ 1. Is the instrument's measurement system or parts traceable to a known or universally accepted standard?
- ☐ 2. What is the manufacturer's quality system? Documented, registered ISO, etc.
- ☐ 3. Cost of Operation -
  - ☐ What is the projected first year cost of operation?
  - ☐ Parts/Needed Supplies?
  - ☐ Install Requirements?
  - ☐ Preventative Maintenance?
- ☐ 4. What is the uptime record of operation of the instrument? - Service cost in year two, three, four?



## Manufacturer's Creditability and Reliability

- ☐ 1. What is the manufacturers' installed base of users? - How big? Which countries? Who are they? etc.
- ☐ 2. References - Peer review, industry respect
- ☐ 3. Worldwide sales and support - Offices, distribution/distributors, etc.
- ☐ 4. Depth of resources -
  - ☐ Staff expertise?
  - ☐ Number of support personnel?
  - ☐ Depth of knowledge?
- ☐ 5. Recognized peer reviewed publications, seminars provided, technical notes available



## Support

- ☐ 1. Service - Internal or contracted? Trained representatives? Local service or returned to factory?
- ☐ 2. Application Support -
  - ☐ Free or fee based?
  - ☐ Accessibility and Capabilities?
  - ☐ Staffing? Reputation?
- ☐ 3. Parts Supply - Time to deliver? Depth of stock? Assistance in locating? Easy to identify?
- ☐ 4. Local Language - Software available in multiple languages? Can supplier communicate in local language?
- ☐ 5. Service Repair Contracts - Terms and coverage (parts and labor coverage, etc.)
- ☐ 6. Available Service Plans - Are they customizable to your needs or only simple fee-based plans?
- ☐ 7. On-line Resources - Level of information, interactive or static, accessibility
- ☐ 8. Training and Site Preparation - What is included with the purchase, what is additional?
- ☐ 9. Detailed Preventive Maintenance - Documentation and support, user access to parts
- ☐ 10. Accessories or Complimenting Instruments - Is there instrumentation available that can extend analysis capability?