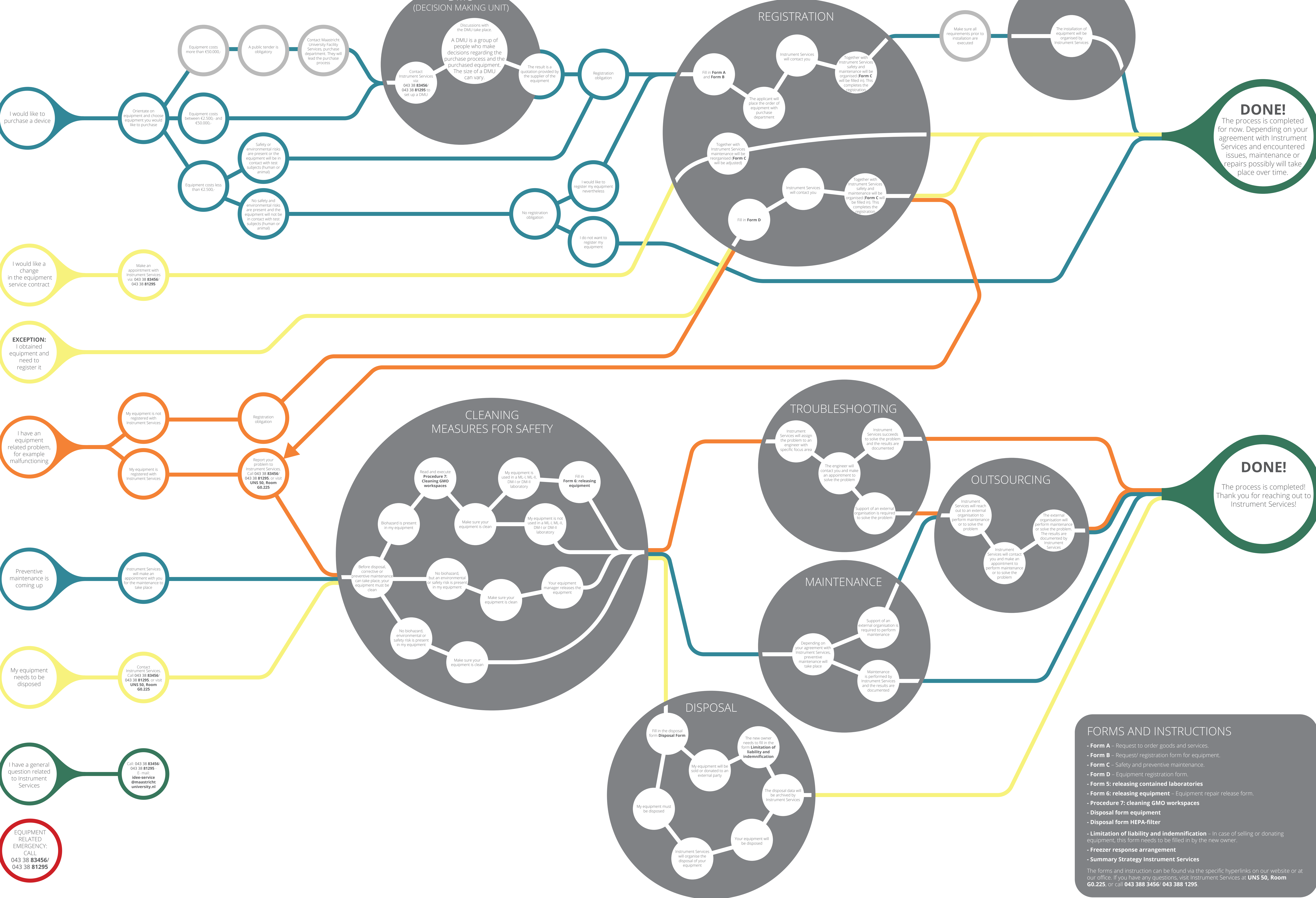


# WORKFLOW INSTRUMENT SERVICES



**I would like to purchase a device**

- Orientate on equipment and choose equipment you would like to purchase
  - Equipment costs more than €50.000.
    - A public tender is obligatory
    - Contact Maastricht University Facility Services purchase department. They will lead the purchase process
  - Equipment costs between €2.500,- and €50.000.
    - Safety or environmental risks are present or the equipment will be in contact with test subjects (human or animal)
  - Equipment costs less than €2.500,-
    - No safety and environmental risks are present and the equipment will not be in contact with test subjects (human or animal)

**DMU (DECISION MAKING UNIT)**

Discussions with the DMU take place.

A DMU is a group of people who make decisions regarding the purchase process and the purchased equipment. The size of a DMU can vary.

The result is a quotation provided by the supplier of the equipment

Registration obligation

No registration obligation

I would like to register my equipment nevertheless

I do not want to register my equipment

**REGISTRATION**

Instrument Services will contact you

Together with Instrument Services safety and maintenance will be organised **Form C** will be filled in. This completes the registration

Fill in **Form A** and **Form B**

The applicant will place the order of equipment with purchase department

Together with Instrument Services maintenance will be reorganised **Form C** will be adjusted

Instrument Services will contact you

Together with Instrument Services safety and maintenance will be organised **Form C** will be filled in. This completes the registration

Fill in **Form D**

**INSTALLATION**

The installation of equipment will be organised by Instrument Services

Make sure all requirements prior to installation are executed

**DONE!**

The process is completed for now. Depending on your agreement with Instrument Services and encountered issues, maintenance or repairs possibly will take place over time.

**I would like a change in the equipment service contract**

Make an appointment with Instrument Services via **043 38 83456/ 043 38 81295**

**EXCEPTION:** I obtained equipment and need to register it

**I have an equipment related problem, for example malfunctioning**

- My equipment is not registered with Instrument Services
- My equipment is registered with Instrument Services

Registration obligation

Report your problem to Instrument Services. Call **043 38 83456/ 043 38 81295**, or visit **UNS 50, Room G0.225**

**CLEANING MEASURES FOR SAFETY**

Read and execute **Procedure 7: Cleaning GMO workspaces**

My equipment is used in a ML-I, ML-II, DM-I or DM-II laboratory

Fill in **Form 6: releasing equipment**

Biohazard is present in my equipment

Make sure your equipment is clean

My equipment is not used in a ML-I, ML-II, DM-I or DM-II laboratory

Before disposal, corrective or preventive maintenance can take place, your equipment must be clean

No biohazard, but an environmental or safety risk is present in my equipment

Make sure your equipment is clean

Your equipment manager releases the equipment

No biohazard, environmental or safety risk is present in my equipment

Make sure your equipment is clean

**TROUBLESHOOTING**

Instrument Services will assign the problem to an engineer with specific focus area

The engineer will contact you and make an appointment to solve the problem

Instrument Services succeeds to solve the problem and the results are documented

Support of an external organisation is required to solve the problem

**OUTSOURCING**

Instrument Services will reach out to an external organisation to perform maintenance or to solve the problem

The external organisation will perform maintenance or solve the problem. The results are documented by Instrument Services

Instrument Services will contact you and make an appointment to perform maintenance or to solve the problem

**DONE!**

The process is completed! Thank you for reaching out to Instrument Services!

**Preventive maintenance is coming up**

Instrument Services will make an appointment with you for the maintenance to take place

**MAINTENANCE**

Depending on your agreement with Instrument Services, preventive maintenance will take place

Support of an external organisation is required to perform maintenance

Maintenance is performed by Instrument Services and the results are documented

**My equipment needs to be disposed**

Contact Instrument Services. Call **043 38 83456/ 043 38 81295**, or visit **UNS 50, Room G0.225**

**DISPOSAL**

Fill in the disposal form **Disposal Form**

The new owner needs to fill in the form **Limitation of liability and indemnification**

My equipment will be sold or donated to an external party

The disposal data will be archived by Instrument Services

My equipment must be disposed

Your equipment will be disposed

Instrument Services will organise the disposal of your equipment

**I have a general question related to Instrument Services**

Call **043 38 83456/ 043 38 81295**  
 e-mail: **ide-service@maastrichtuniversity.nl**

**EQUIPMENT RELATED EMERGENCY:**  
 CALL **043 38 83456/ 043 38 81295**

- FORMS AND INSTRUCTIONS**
- **Form A** – Request to order goods and services.
  - **Form B** – Request/ registration form for equipment.
  - **Form C** – Safety and preventive maintenance.
  - **Form D** – Equipment registration form.
  - **Form 5: releasing contained laboratories**
  - **Form 6: releasing equipment** – Equipment repair release form.
  - **Procedure 7: cleaning GMO workspaces**
  - **Disposal form equipment**
  - **Disposal form HEPA-filter**
  - **Limitation of liability and indemnification** – In case of selling or donating equipment, this form needs to be filled in by the new owner.
  - **Freezer response arrangement**
  - **Summary Strategy Instrument Services**
- The forms and instruction can be found via the specific hyperlinks on our website or at our office. If you have any questions, visit Instrument Services at **UNS 50, Room G0.225**, or call **043 388 3456/ 043 388 1295**.