



Damaged Equipment Policy of NanoteQ

Users of the facilities and equipment of the NanoteQ laboratory must agree to the following terms:

1. The user is responsible for any damage that they do to the equipment. This means damage done outside of the normal use as intended and described by the manufacturer and/or as instructed by trainers. This includes accidents, misuse, or any act, intentional or unintentional, that causes or conscripts to cause equipment failure and which cannot be attributed to failures due to normal use and wear.
2. The user's responsibility in such cases is the repair or equal replacement of the capability within the facility. This is typically enacted through certified repair personnel, and the expectation is to bring capabilities back to as nearly identical as possible.
3. Determination of damage and responsibility is made as soon as damage is reported. The process is to first determine the nature of the damage. This is done using service field engineers from the suppliers and falls into four categories:
 - a. User intentionality: intentionally using equipment outside of design parameters
 - b. User neglect: not knowing or adequately remembering procedures
 - c. User accident: pushed the wrong button, didn't mean to, slipped...
 - d. Equipment failure: unknown, it was going to break (worn out), act of God...
4. Users are responsible for damage done due to **a.** and **b.** automatically.
5. For **c.** NanoteQ 1) requests recommendations from the field engineers as to whether this accident could have occurred in the normal course of use with a well-trained user or could have been caused by any mitigating factors. 2) Considers the cost for repairs. 3) considers the use case. Then a determination is made as to whether some contribution should be made toward the repair from the user. Typically, the total cost of the repair is not requested.
6. For **d.** the cost of repairs is NOT the responsibility of the user.
7. NanoteQ determines which user this was based upon the user schedules and the last person using the instrument before damaged. So, it is in everyone's best interest to report damage, use the schedules, and understand processes.