


To: All NMR Facility Users
From: John Harwood (jharwood@purdue.edu)
Date: July 25, 2007
Subject: If You Have a Problem with a Spectrometer



There have been a few instances lately when problems have arisen with spectrometers and PINMRF staff were not properly notified. We are therefore sending out this memo to present the relevant procedures.

If you experience a minor problem with a spectrometer, but the spectrometer is still usable:

- 1) make a note in the logbook describing the problem;
- 2) email the appropriate PINMRF staff member(s) a description of the problem – typically this will include Donna Bertram, Jerry Hirschinger, the instrument's T/A, and Drs. Harwood or Mo;

If a spectrometer is rendered unusable (due to, e.g., a broken NMR tube) but there is no emergency:

- 1) place a note in an obvious place on the spectrometer (such as on the computer screen) indicating that the spectrometer is down;
- 2) make a note in the logbook describing the problem;
- 3) email AND call the following PINMRF staff members – Donna Bertram, Jerry Hirschinger, and Drs. Harwood or Mo (depending on the spectrometer). Leave voicemail messages if we do not answer or if it is after hours.

If a situation occurs which you think constitutes an emergency:

- 1) place a note in an obvious place on the spectrometer (such as on the computer screen) indicating that the spectrometer is down;
- 2) make a note in the logbook describing the problem;
- 3) call the following PINMRF staff members – Donna Bertram, Jerry Hirschinger, and Drs. Harwood or Mo (depending on the spectrometer). If it is after-hours, call the cellular or home phone contact numbers listed on the contact sheets. Follow up your calls with emails.

If you have any questions or comments, please feel free to contact me.

cc: D. McMillin
NMR Advisory Committee
NMR Support Staff