## 2016-17 NUANCE User Rates

Keck-II – Interdisciplinary Surface Science facility

<table>
<thead>
<tr>
<th>External (non-profit)</th>
<th>Daytime (M-F) 9 am - 5 pm (per hour)</th>
<th>Night &amp; Weekend w/ mgr approval (per hour)</th>
<th>Training (flat rate per person)</th>
<th>Technical Assistance (per hour)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keck-II Instruments</td>
<td></td>
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<tr>
<td>Thermo Scientific ESCALAB 250 XI X-Ray Photoelectron Spectrometer</td>
<td>$110</td>
<td>$110</td>
<td>$208</td>
<td>$112</td>
</tr>
<tr>
<td>Physical Electronics PHI TRIFT III ToF-SIMS</td>
<td>$106</td>
<td>$106</td>
<td>$200</td>
<td>$112</td>
</tr>
<tr>
<td>Acton TriVista Confocal Raman System</td>
<td>$77</td>
<td>$77</td>
<td>$100</td>
<td>$112</td>
</tr>
<tr>
<td>Thermo Nicolet Nexus 870 FT-IR</td>
<td>$77</td>
<td>$77</td>
<td>$100</td>
<td>$112</td>
</tr>
<tr>
<td>Veeco Dektak 150 Surface Profiler</td>
<td>$77</td>
<td>$77</td>
<td>$50</td>
<td>$112</td>
</tr>
<tr>
<td>J.A. Woollam M2000U Spectroscopic Ellipsometer</td>
<td>$77</td>
<td>$77</td>
<td>$50</td>
<td>$112</td>
</tr>
<tr>
<td>Malvern Instruments Zetasizer</td>
<td>$77</td>
<td>$77</td>
<td>$50</td>
<td>$112</td>
</tr>
<tr>
<td>Bruker ContourGT Optical Profiler</td>
<td>$77</td>
<td>$77</td>
<td>$50</td>
<td>$112</td>
</tr>
</tbody>
</table>

*Instrument managers determine when a user may be granted 24 hr access.

Note: consumables and supplies, when required, charged separately.

## NUANCE Center Reservations and Rates for Northwestern Users

**Reservations**
Using FOM, [http://www.fom.northwestern.edu](http://www.fom.northwestern.edu), reservations can be made by half hour periods for the duration required.

**Daytime and night time rates**
Daytime is from 9AM to 5PM. Rest of the day and weekends are charged as nighttime for those who have 24 hour access approved by the appropriate instrument manager. FOM does not recognize official holidays.

**Early login and late logoff**
You are allowed to login 29 minutes earlier than reserved start time or enjoy an unlimited extension of your reserved time, as long as no one else reserved the instrument. Early logins and late logoffs are charged by minutes.

**Partly used reservations**
If reserved time is not fully used, you will be charged according to reserved time. Do not reserve time more than needed. If you have a reservation, another user is barred from using the instrument.

**Unused reservation**
If you do not log in within 30 minutes after your reserved start time, another user may use the time period.

**Cancelled reservation**
You will not be charged if you cancel your instrument reservation 24 hours or more. You will be charged the equivalent of a two-hour fee if you cancel within 24 hours because other users are unable to make reservations for the time period and you are barring them from instrument use.
Forgot to logout
You will be charged for time logged in unless another user picks up the slot.

Report forgotten logouts
If you discover that the previous user forgot to logout and the instrument is no longer in use, you may override. Please use caution as a user’s experiment might be interrupted if you log off when the instrument is still in use. If in doubt, talk with a manager.

Technical assistance and training fee
Managers post technical assistance and training fees within 48 hours.

Consumables
Enter your consumable use when logging off instrument. If you forget, a manager may enter manually.

Machine downtime
You will not be charged if the instrument is marked as down, even if you have reserved the instrument. You may request waiver of the charge if the equipment is faulty but not marked as down in FOM.

Report of equipment problem
When logging off equipment in FOM, user should check “problem” or “down” if there was problem during the experiment. Facility managers will receive email notice and fix the problem as soon as possible. Facility managers will also evaluate if the usage charge should be reset due to the problem reported.

Questionable charge
Contact the appropriate instrument manager as soon as possible to discuss any questionable charge. Adjustments must be completed within 90 days to comply with the university’s rule.

Billing schedule
NUANCE closes each month before sending instrument use charges to NU Accounting. We use the chart strings from your user profile, which are validated against the university’s NUFs database daily.