

Worldwide Electronic Customer Acceptance Test

Sales Bulletin

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In addition to the common Factory Inspection or Acceptance Test (FI or FAT), Remote Customer Inspections of analyzers are possible worldwide. Familiar FI or FAT requires the physical presence of at least one customer at the factory. Taking travel time and costs into consideration, this can be time consuming and costly. Electronic Customer Acceptance Test (e-CAT) permits the inspection of analytical systems functionality without the customer's physical presence required, simple, fast, safe and cost efficient. As a matter of fact, during the acceptance test, several customers can be present all the time or for a certain period, without leaving their offices.

There are 3 levels of electronic and an additional for on-site acceptance test available:

- Level 1: e-DP** Inspection based on supplied documentation
- Level 2: e-ICAT** Independent on-line inspection from customer or Siemens office
- Level 3: e-ACAT** Assisted on-line inspection from customer or Siemens office
- Level 4: FI/FAT** On-site factory inspection or acceptance test

e-DP

Acceptance test is performed at the customer office by means of inspecting an electronically supplied Data Package. The e-DP includes chromatograms, repeatability data and drawing package with "as built markups".

There are no customer prerequisites. Customer acceptance, comments or requested changes are returned electronically.



e-ICAT

On-line electronic Independent Customer Acceptance Test is performed at the customer office. This is recommended for customers who have already MAXUM chromatographs and have knowledge and experience in operation and maintenance and have attended MAXUM training classes.

Prerequisite is the availability of a MAXUM Workstation. Prior to performing the acceptance test, an e-Data Package including chromatograms, repeatability data, drawing package with "as built markups" and if necessary pictures of the chromatographs are supplied. The Siemens Project Manager together with the customer schedules the test. A day prior to the e-CAT, the customer will be sent a password, a phone number and the time slot available to gain access to the chromatographs at the factory.

Additionally included are instructions on the connection process to our system and a form to indicate customer acceptance. During the test, the equipment will be on-line and analyzing a generic or customer sample. Customers can connect to the chromatographs during the scheduled time and observe live data of the analyzers. Customers can make changes to the operation as desired and observe performance. During that period, the analyzer is unattended. However, for questions, the project manager is available by phone during local business hours. At the end of the e-CAT, the unit will be disconnected from the server and initial conditions will be reloaded. Customer acceptance, comments or requested changes are returned electronically.

e-ACAT

On-line electronic Assisted Customer Acceptance Test is performed at the customer site or at the local Siemens office. This is recommended for customers who do not have a MAXUM Workstation or do not have sufficient or no knowledge and experience with MAXUM chromatographs. Nevertheless, prior to inspection, training on the equipment is highly recommended and can be arranged through our Customer Service Group.

The local Siemens office ensures the availability of a MAXUM Workstation with Internet connection. Prior to performing the acceptance test, an e-Data Package including chromatograms, repeatability data, drawing package with "as built markups" and if necessary pictures of the chromatographs are supplied to the customer.

The Siemens Project Manager together with the customer schedules the test. A day prior to the e-ACAT, the local Siemens representative will be sent a password, a phone

number or IP address and the time slot available to gain access to the chromatographs at the factory. Additionally included are instructions on the connection process to our system and a form to indicate customer acceptance. During the test, the equipment will be on-line and analyzing a generic or customer sample.

Customers can connect to the chromatographs during the scheduled time and observe live data of the analyzers. Customers can make changes to the operation as desired and observe performance. During that period, the analyzer is unattended. However, for questions, the project manager is available by phone during local business hours.

At the end of the e-CAT, the unit will be disconnected from the server and initial conditions will be reloaded. Customer acceptance, comments or requested changes are returned electronically.

Worldwide Electronic Customer Acceptance Test is available for analyzer inspection at our locations in Bartlesville/USA, Karlsruhe/Germany and Singapore. Depending on set up and expertise, numerous local Siemens offices can be utilized for access.

e-DP inspection is free. However, there are progressive charges involved for the unassisted e-ICAT and assistance of the local Siemens representative at a customer site or Siemens offices.

Whereas the e-inspection is suitable for analyzers and sample preparation systems, they may not be the optimum solution for complex analyzers, sample preparation and analytical systems in shelters. For these more extensive and time-consuming inspections, familiar Factory Inspection (FI) or Factory Acceptance Tests (FAT) are available.

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