

Self-Directed Empower SystemsQT

Frequently Asked Questions

(For Internal Use Only)

Q: Who can train the customer?

A: The local Service Manager will decide which Compliance Specialists will be trained to deliver the Self-Directed SystemsQT course. The Compliance Specialist must be certified in SystemsQT, completed customer qualifications of ACQUITY and Alliance Systems in the field, completed a Train the Trainer course and watched the Self-Directed SystemsQT Trainer's webcast. For the Self-Directed SystemsQT for Agilent course instructor, there are additional prerequisites of the SystemsQT and MP for Agilent LC Service Training course and completion of customer qualifications of Agilent LC systems in the field.

Q: If a customer has purchased training and a system license for an ACQUITY PDA system, do they need to be trained again if they would like to buy a license for an ACQUITY FLR system?

A: No, the training goes into detail on the qualification tests for all detectors in a given system family. For ACQUITY systems, that includes the ACQUITY 2996, PDA, eλPDA, TUV, FLR and ELS Detectors. The customer would need to purchase training again if they wanted to buy a license for an Agilent 1200 system because it is a different system family.

Q: Are the testing supplies (vials, chemistry kits and columns) included in the system license price?

A: No, they must be purchased separately as needed.

Q: Can customers make their own samples?

A: Waters recommends use of our certified kits. If the customer makes their own it will be up to them to defend results in the event of an audit.

Q: Once the customer has been trained and purchased the system license, can they qualify a system multiple times in a single year?

A: Yes, each licensed system can be qualified as often as they want during that year. They cannot qualify multiple systems unless they have purchased system licenses for all of them.

Q: Can a customer purchase additional licenses once they start their agreement?

A: Yes they can purchase additional licenses at any time during the agreement term. After the first year of the additional license expires, it will be prorated onto the existing agreement.

Q: Is there a volume discount on the purchase of system licenses?

A: For the US the discount for the agreement will be calculated using Waters Service plan volume discount schedule (1 year schedule). If the customer has an existing discount for plans based on their volume, this discount will be applied to the license agreement. The License agreement can be combined with a TAP to increase overall volume and discount level. For the ROW follow your local discount schedules.

For more information, contact:

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