

Vendors and Technical Support

If something in the lab breaks, our first goal should be to **fix it ASAP!** Breaking things and leaving them broken (and finding inadequate workarounds) is a recipe for an unproductive and unsafe lab.

Please check in with IAT prior to contacting vendors or technical support. In many cases, our in-house electrical, glass, or machine shop may be the best person to contact for initial diagnosis.

VAC, Vacuum Atmospheres Company (Adam, Eve, and Cain gloveboxes):

<https://www.vac-atm.com/contact-us/>

Call the corporate office in CA (310.644.0255) directly for technical support. The Midwest office doesn't have technical expertise and will call the corporate office for information, so I suggest cutting out the middleman. If there are electrical issues, check the main power fuses, and if you have issues successfully regenerating the box, follow the instructions on the Glovebox Regen Failure group document.

Biotage (Endeavor PPR):

<http://www.biotage.com/page/contact-information>

Call the 1-Point Support people (1 800 446 4752) for technical support. They're knowledgeable and helpful – I highly recommend talking to them for any issue.

MBRAUN (Abel glovebox):

<http://www.mbraun.com/contact/global/>

US Customer Service: 1 (603) 773 9333

Talk to Lu group for specific technician contact info. Regular customer service stream not recommended.

GC-FID:

-Activated Research (PolyArc Reactor):

Rajvi Mehta, rajvi.mehta@activatedresearch.com

Charlie Spanjers charlie.spangers@activatedresearch.com

-Chromtech (GC/FID):

Andrew Christianson andrew@chromtech.com

PPT, Pure Process Technology (Solvent system):

<https://pureprocesstechnology.com/contact/>

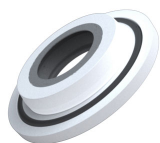
(603) 598-0691

IKA (Rotavaps):

<http://www.ika.com/owa/ika/content.contact>

Customer Service: 1 910 452 7059.

Troubleshooting Note: if a rotavap isn't pumping down correctly, check all visible joints first to see if there's a leak, then leak test the seal between the rotary shaft and the condenser casing. It's white, flat, has likely over time lost its seal due to chemical weathering, and looks like this:



(Part: RV 10.8001 Seal)

Mass Balances:

1. *Electronic Instrument Services (UMN service)*

<https://cbs.umn.edu/eis/home>

- Fill out the service request form and they will come pick up the balance
- Calibration fee \$67.35

2. *BME lab and science (Little Canada, MN)*

<https://www.bmelabandscience.com/contact-us/>

- I contacted the Sales Manager (Tom Medina)

Vacuum Pumps:

Ben Geisbauer (Chem dept. jack-of-all-trades, geisb002@umn.edu) knows how to take apart both belt-driven pumps and direct drive pumps. With his help you can take them apart, and if you find that cleaning the components doesn't fix the pump, you can perhaps buy a repair kit to replace appropriate parts. **NOTE:** Ben's job is not to spend all of his time repairing pumps. If you need assistance learning how to do it, by all means contact Ben. I expect students to do these repairs on their own, however. Do not abuse Ben's goodwill.

Equipment electrical issues, computer issues:

UMN Chemistry Department Computer and Electronics Shop

136 Smith Hall

<https://chem.umn.edu/support-services/computer-electronic-services>

(612) 624-7007

Facilities:

Call UMN Facilities Management for building-related repairs (lights, fumehoods, switches, doors, etc.). Turnaround is 24 hours to two weeks, depending on urgency. (612) 624-2900

By signing below, you indicate that you have read and understand the content of this document.

Name: _____

Date: _____