

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.4	Educational Media Resources	Revised:	March 2006
Policy 5.4.8	Instrumentation Services	Responsibility:	Vice President and Chief Information Officer

INSTRUMENTATION SERVICES

Responsibilities

Established as a centralized engineering facility, and in support of the Health Science Center missions, Instrumentation Services provides two types of services to the research and patient care community. The primary service is to provide design and fabrication services to the research scientist. Secondary service is to provide a repair facility for servicing all Health Science Center owned electronic, electro-mechanical, and/or mechanical equipment assisting with research and patient care. In providing this support, we address each investigator's needs and determine with them the best solution to enable their success, whether in research, patient care, community service, or education.

Instrumentation Services has three divisions: (1) Machining and Fabrication Services (2) Research and Development Services, and (3) Biomedical Electronics Services. All services carry a 90-day limited warranty. Service contracts are available through several different types of service agreements.

Machining and Fabrication Division

This division offers custom plastic/metal machining, engineering, fabrication, design, and repair facilities. An [Instrumentation Services Service Request](#) form is required when requesting work to be done.

The Division offers design, and fabrication of commercially unavailable mechanical research (prototype and model) equipment; machining facilities for fabricating prototypes, model equipment, precision-machined parts and sheet metal parts; mechanical repair of medical and scientific instrumentation and general equipment; sheet-metal and HeliArc welding facilities for fabricating or repairing instruments and mechanical equipment; and, repair and calibration of pipetmans.

Research and Development Division

The division offers a complete engineering (analog & digital) design and support service in the areas of research, consulting, design, and fabrication needs. We do this by providing innovative and feasible solutions for the researchers.

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.4	Educational Media Resources	Revised:	March 2006
Policy 5.4.8	Instrumentation Services	Responsibility:	Vice President and Chief Information Officer

Printed Wiring Board (PWB) certified to provide support in the design, layout and fabrication of printed circuit boards (PCB) for system prototypes. Support is aided by computer-aided design (CAD) program from single and double layered boards. CAD support for electrical and mechanical drawings.

This division offers support in patent submittals on intellectual property. Design documentation to include: electrical schematics, PCB design, mechanical drawings, theory of operation, calibration procedures, bill of materials, software documentation (programming), and log books of prototype.

An [Instrumentation Services Service Request](#) form is required when requesting work to be done.

**Biomedical
Electronics
Division**

This division supports a variety of equipment from simple laboratory apparatus to sophisticated medical, dental and scientific research instrumentation, including various mechanical electromechanical and optical devices.

The Biomedical Electronics Team offer: maintenance and repair of biomedical and laboratory equipment such as EKG/blood pressure monitors, pH meters, polygraphs, spectrophotometers, centrifuges, power sources, etc.; preventive maintenance for most biomedical or laboratory equipment including, but not limited to, cleaning, adjusting, and calibrating balances and microscopes.

An [Instrumentation Services Service Request](#) form is required when requesting work to be done.

**Service
Agreements**

Service agreements are available for those departments or investigators who desire to allocate funds for budgetary purposes. The contracts offered include but are not limited to:

Electrical Safety Services - provides monthly checks for, and documentation of, electrical safety.

PM Service - provides preventive maintenance kits and labor as specified by manufacturer; includes safety assurance.

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.4	Educational Media Resources	Revised:	March 2006
Policy 5.4.8	Instrumentation Services	Responsibility:	Vice President and Chief Information Officer

Limited Service - provides labor and all parts under \$50 (parts over \$50 are invoiced separately); includes safety assurance.

Full Service - includes labor and parts, safety assurance, preventive maintenance, full documentation, and unlimited service calls.

Declining Service - all work is debited against a pre-paid agreement, includes all labor and parts.

CAPs Service - provides College of American Pathologists' required equipment inspections.

Departments wishing to have their equipment maintained via a departmental service agreement should forward a memorandum to Instrumentation Services as soon as the need is identified. The memorandum should include the following:

1. Name of receiving party, department/division, and phone number;
2. Identify type of service agreement desired, i.e., Custom, Full, Limited, PM, or Electrical Safety;
3. Term of agreement, i.e., full year or partial (if partial, please identify dates, i.e., from and to);
4. Equipment serial number and UT inventory number of each item;
5. Room number where equipment is located;
6. Account number to be charged; and
7. Authorized signature on account.

Estimates and Quotes

Estimates and quotes are chargeable services, and will be billed at the prevailing labor rate plus parts. Estimates are a "best-guess" estimation of work to be performed. Preparing an estimate does not involve the actual troubleshooting time of a work order or the overhead of

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	June 2000
Section 5.4	Educational Media Resources	Revised:	March 2006
Policy 5.4.8	Instrumentation Services	Responsibility:	Vice President and Chief Information Officer

researching the costs of a project; therefore, an estimate does not constitute a “quote” nor is it binding. Billing on repairs or projects through an estimate will be based on actual utilization of time and materials.

Quotes are the best description of work to be performed. Preparing a quote is a lengthy process as it involves the actual troubleshooting time or overhead of researching the associated costs of a project. A quote is binding; therefore, quotes are a chargeable service. Quote charge fees are based on actual utilization of time, materials, and resources. Due to the changing nature of parts, suppliers’ quotes will be honored for 45 days. Quotes over 45 days require a review of parts and labor costs and will be adjusted to reflect substantial changes.
