



On-Site Installation and Training

Model ID: ▶ IT-2011 & IT-2012 (North America)
▶ IN-2213 (International)

For those AFMWorkshop customers electing **On-Site Installation & Training** on their AFM, vs. the Assembly and Training program at the AFMWorkshop facility, AFMWorkshop has designed a set of procedures to facilitate optimal installation and function of your new AFM.

Once the new AFMWorkshop AFM is received at your facility, an authorized AFMWorkshop customer service engineer travels to your facility to install the AFM and to train your AFM users on the particular model's operative techniques.

AFMWorkshop's installation and training requires two days.

▶ Day 1

The objective is to set up the AFM and ensure it is operating to factory specifications. The AFM's proposed location is reviewed and remedies to any potential negative ambient impacts on the AFM's performance are discussed.

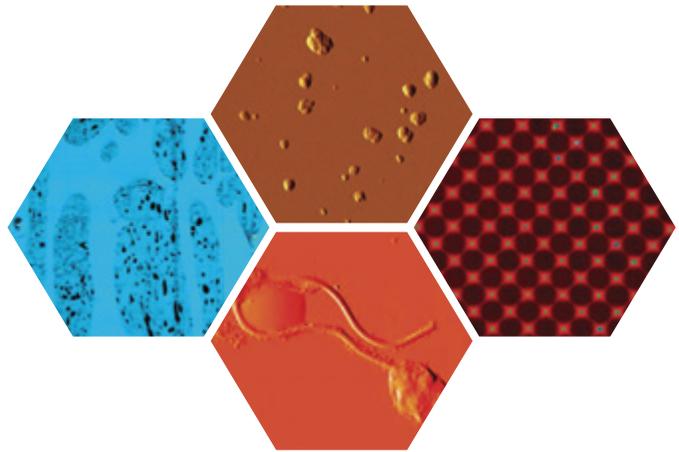
- » Unpack AFM
- » Set up AFM
- » Evaluate AFM site for acoustic and structural vibrations
- » Verify system specifications

▶ Day 2

The objective is to train up to two operators on the skills required to operate the AFM and to make images of standard samples. Skills reviewed include:

- » Changing samples
- » Changing probes
- » Aligning the light lever
- » Positioning the photodetector
- » Selecting resonance (vibrating mode only)
- » Tip approach
- » Scanning
- » Optimizing GPID
- » High resolution scanning on the AFMWorkshop product

AFMWorkshop's on-site training is designed for up to two designated operators of the AFM. These operators are then designated as the primary contact points between AFMWorkshop and the customer's institution. During the installation and training visit, the focus is on training customers how to make optimal images of standard samples, not on specific applications. We find that this approach yields the best results for future success with the AFM. (If your facility's AFM operators are interested in continuing their training on specific applications, AFMWorkshop offers five-day advanced applications workshops throughout the year.)



The final component to the AFMWorkshop On-Site Installation and Training is the preparation of a service installation report, completed and signed by both the installation engineer and the customer at the end of Day 2. This report verifies that the instrument is properly functioning and/or makes note of any problems that may need further attention. After the installation, follow-up questions should be primarily directed to the AFMWorkshop service engineer who performed the installation, and come through one of your facility's two designated AFM users receiving the training.

AFMWorkshop covers all travel costs as well as room and board for the customer service engineer. We request a minimum of two weeks advance notice to schedule the installation.