

2023-24 NUANCE User Rates

External (for-profit)	Daytime 8am-6pm, M-F (per hour)	Evening & Weekend * 6pm-12am, M-F 8am-12am, Sa-Sn (per hour)	Overnight * 12am-8am, daily (per hour)	Training flat rate (per person)	Technical Assistance (per hour)
Scanned Probe Imaging and Development (SPID)					
Hysitron TriboIndenter	\$102	\$82	\$51	\$518	\$345
Bruker ICON Atomic Force Microscope	\$102	\$82	\$51	\$518	\$345
Horiba Nano Raman and TERS System	\$102	\$82	\$51	\$518	\$345
Bruker Photocurrent & Thermal AFM	\$102	\$82	\$51	\$518	\$345
Bruker Bio-Soft Indenter	\$102	\$82	\$51	\$518	\$345
Other					
HP DesignJet Z6200 42-in Poster Printer	\$3.30 per linear inch				
*Instrument managers determine when a user may be granted 24 hr access.					
Note: consumables and supplies, when required, charged separately.					

NUANCE Center Reservations and Rates policies

Reservations

Using NUcore, <http://www.nucore.northwestern.edu>, reservations can be made by half hour periods for the duration required.

Daytime, Evening & Weekend and Overnight access

'Daytime' is from 8am to 6pm, Monday through Friday. 'Evening & Weekend' access is available for those who have obtained approval by the appropriate instrument manager. Discounts may apply for instruments during these 'off-hours' times. During university holidays, NUANCE is accessible to Users with 'Evening & Weekend' access, though facilities staff may not be available to offer technical assistance.

Early login and late logoff

You are allowed to login 5 minutes earlier than reserved start time; should you require an earlier login time, you will need to move your reservation in NUcore. Should you determine that time beyond your reservation is needed, you are required to **extend** your reservation in NUcore. Time beyond the reservation end-time is charged in minutes.

Partly used reservations

If reserved time is not fully used, you will be charged according to reserved time. Do not reserve time more than needed. (If you have a reservation, another user is barred from using the instrument.)

Unused reservation

If you do not login within 30 minutes after your reserved start time, you will be charged a minimum of 1 hour. After this 30-minute period, another user may use the instrument.

Cancelled reservation

You will not be charged if you cancel your instrument, service, or training reservation 24 hours or more ahead of your planned start time. You will be charged a set-up fee if you cancel within 24 hours.

Forgot to logout

It is imperative that you log off after your session. If you forget to log off, you will be charged the greater of reserved time or 2 hours.

Report forgotten logouts

If you discover that the previous User forgot to logout and the instrument is no longer in use, you may login.

***Please use caution as a User's experiment might be interrupted if you logoff when the instrument is still in use. If in doubt, please contact a facility manager.

Technical assistance and training fee

Managers post 'technical assistance' and 'training' fees to your NUcore account within 48 hours.

Consumables

Enter your consumable items when logging off an instrument. If you forget, a manager may enter it manually.

Machine downtime

You will not be charged if the instrument is marked as 'down', even if you have reserved the instrument. You may request to have the charges waived if the equipment is faulty but not marked as 'down' in NUcore; please contact your facility manager immediately to resolve.

Report equipment problems

When logging off equipment in NUcore, User should check "problem" or "down" if there was problem during the experiment. Facility managers will receive an email notice and fix the problem as soon as possible. Facility managers will also evaluate if the usage charge should be waived due to the problem reported.

Questionable charge

Contact the appropriate instrument manager as soon as possible to discuss any questionable charge. Adjustments must be completed within 90 days to comply with the university policies.

Billing schedule

NUANCE closes each month before sending instrument use charges to NU Accounting. We use the chart strings from your User profile, which are validated against the university's NU Financials database daily.