



CUSTOMER PROFILE QUESTIONNAIRE

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Date: _____ Response from Lachat needed by: _____

Distributor/Salesperson Name: _____

CUSTOMER INFORMATION

Contact Name: _____

Company Name: _____ Dept: _____

Address: _____

City: _____ State/Prov: _____ Postal Code: _____

Country: _____ Phone: _____ FAX: _____

email _____

Customer's line of business: _____

Instrument(s) of Interest:

FIA Ion Chromatography MICRO DIST Block Digester

Estimated Purchase Date: _____

WHAT SOFTWARE REPORTING FEATURES ARE REQUIRED?

(i.e. OS, LIMS, On-line, quality control requirements, etc)

METHOD REQUIREMENTS

1. What type of samples will be analyzed (DW, WW, Digests, Distillates, etc.?) _____

2. Are the results used for regulatory Reporting? _____

3. If so, what methods must be followed? (please list) _____

4. What is the sample throughput requirement? Per Hour: _____ Per Day: _____ Per Week: _____

CURRENT METHODOLOGIES/INSTRUMENTATION

5. What technique is currently used to analyze the samples? _____

(Please attach documentation of the current technique, if available)

6. Describe problem(s) with the current technique, if any? _____

7. What would your ideal solution be? _____

SAMPLE CHARACTERISTICS:

8. Are the samples colored? Yes No

If yes, please describe: _____

9. Do the samples vary in pH? Yes No

If yes, what pH range do they cover? _____

10. Do the samples contain suspended solids? Yes No

If yes, are the suspended solids to be included in the analysis? Yes No

If no, describe the filtration procedure: _____

11. Describe how you use the results of the analysis? _____

SAMPLE PREPARATION/ PRESERVATION

12. Describe the sample preservation procedure. Include the final preservative concentration : _____

13. Are any of the following used? Digestion Extraction Filtration Distillation

Please describe (or attach) procedure: _____

14. Additional information/comments: _____

Please fill in the table on the following page with analyte, range, MDL, LOQ and matrix requirements.



CUSTOMER & SAMPLE PROFILE QUESTIONNAIRE SUMMARY
PLEASE USE ONE PAGE FOR EACH MATRIX

(Use additional pages if necessary)

Date: _____

Distributor/RSM: _____

Analyte	Concentration Range (mg/L)	Typical Dilution Factor	Sample Concentration Range Presented to the Instrument	Precision Requirements (% RSD)	LOQ?	MDL?	Matrix	Additional Comments

Thank-you for completing this Questionnaire!

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