**Key Contacts:**

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| --- | --- | --- | --- |
| **Company** | **Contact** | **Contact details** | **Details** |
| **Merck** | Paul Gardiner | paul.gardiner@merckgroup.com | Contact for quotes and enquiries about Merck products which are not available on the marketplace (i.e. LCMS vials which are significantly cheaper than Agilent.) |
| **Asynt** | Dr Arran Solomonsz | arran.solomonsz@asynt.com | General lab equipment and glassware. We bought the hotplates, drysyn heating blocks, high vacuum pumps and Schlenk line glassware from Asynt. |
| **Biotage** | Dr Chris Molloy | chris.molloy@biotage.com | Contact for general enquiries about software updates and purchasing of Biotage cartridges and accessories. |
| **Biotage** | Biotage 1-PointSupport | eu-1-pointsupport@biotage.com | Email when you experience issues with the Biotage that you are **unable to resolve using the manual in the lab.** An engineer will guide you through the troubleshooting. You will need to export and attach the error logs to the email. |
| **Cole Parmer** | Michael Casey | michael.casey@coleparmer.com | Contact for quotes and enquiries about flash columns and general lab equipment. |
| **Agilent** | n/a | [https://www.agilent.com/en-us/contact-us/form?m=i](about:blank) | Follow the link and fill in the online form, detailing any issues you’re experiencing with the instrument. |

**Internal Contacts:**

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| **What do you need?** | **Who can help?** | **Contact Details** | **Prerequisites** |
| NMR training/privileges to change parameters (e.g. relaxation delay) on the NMR etc. | Dr Colin James | colin.james@ucl.ac.uk | Make sure you’ve filled in the subscription form and your supervisor has signed it. Ensure you have had training on the instruments before asking for extra privileges. |
| 19F NMR Spectra | Dr Abil Aliev  NMR manager at the Department of Chemistry | a.e.aliev@ucl.ac.uk | You will need to arrange to be trained on the instruments in Chemistry regardless of whether you’ve been trained in SoP. You will also need to submit an IDT through myFinance each time you submit a spectra. |
| High resolution mass spectra | Emmanuel Samuel | e.samuel@ucl.ac.uk | Fill in the subscription form and get your PI to sign it. |
| Replace the argon cylinder | Rob Wittwer | r.wittwer@ucl.ac.uk | Contact Rob and ask for an up to date BOC\_ordering sheet. Fill it out and send to Rob or stores to arrange for a replacement. *You will need to change over the cylinder head. Only do this if you’ve been trained. If not, seek help. Check for any leaks.* |
| Remove hazardous chemical waste (including silica). | Stores | n/a | Contact stores and obtain a “Chemicals for disposal” Excel sheet. Itemise the chemical waste and send it back to stores. You will be advised on how to proceed. Keep the waste segregated in a fumehood/fridge in the meantime. |