

# What our Customers are Saying...

## **BACHEM** Bachem UK

### What problem did you need to solve?

Bachem needed multiple prep HPLC systems to replace our old outdated systems. Our requirements included:

- Small footprint
- Easy to use
- Integrated loading pump
- Multiple wavelength
- Capable of loading large volumes
- Comparable or superior separation to our old systems and other system on the market
- Mid-run auto-zero
- Flexible flow rates

### How was the problem addressed?

Teledyne ISCO supplied us with an ACCQPrep HP150 prep beta test system, to enable us to trial if the system was suitable for our requirements. The system was installed on site and we were given training. Teledyne ISCO allowed us to trial the system for a few weeks. This enabled us to carry out test separations of multiple different peptides. After this trial period we provided Teledyne ISCO with a list of pro and cons that we had compiled regarding the system.

After 6 months Teledyne ISCO came back on site with an ACCQPrep HP150 and spent two days addressing all of the negative points we had initially reported about the system.

The system set up had been altered to suit our specific loading needs:

- Removal of column switching, excess tubing, loop loading
- Integrated loading pump valve was by-passed to allow more flexible loading

The beta systems software was updated with tools we suggested, e.g.,

- UV monitoring when manually flushing and equilibrating.
- UV monitoring when equilibrating as part of the method.

We were given more training on how to use the system more efficiently for our specific needs, e.g.,

- Using a scan wavelength range as well as set wavelength for fraction collection parameters to optimize separation of impurities.

### How did you find working with Teledyne ISCO?

Working with Teledyne ISCO was great; they answered any questions we had with ease. When Mark came on site to install our fifth prep system, we mentioned our concern about baseline drift on one of our instruments. He had suggestions for this, which we will try soon. Teledyne ISCO have helped us with every question we posed, and they really excelled in product demonstrations.



### How have you benefited from the process?

The ACCQPrep HP150 has proven to be a consistent, reliable system. The most useful aspects of the system:

- Buffer and waste sensors (do not need manual input, therefore no overflowing wastes)
- Specified volumes for flushing and equilibrating in the manual control (no wasting buffers)
- Easy to use software that is very flexible even when running a method (i.e. change flowrate, gradient and collection parameters as part of the separation)
- Variable wavelength range to highlight impurities not seen at set 210 nm (increase speed for trial pools)
- Smaller footprint.
- Use for 25–50 mm ID columns
- Collection racks recognized by system (can be no user error when wrong racks inserted)

### What would you say if you were recommending us to another company?

We would have no hesitations recommending you to another company. Everyone has been and continues to be very helpful and supportive. The staff and Products are great. They are now our go-to company for preparative chromatography equipment

How can we  
**Help You ?**

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