



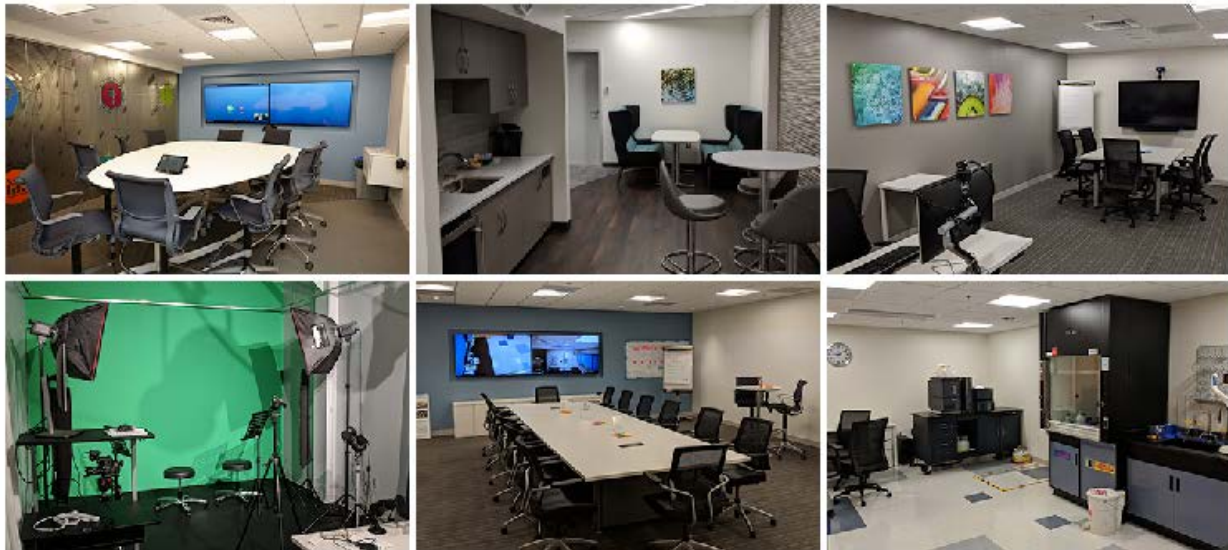
Frequently asked Questions

What is the Experience Design Center?

The Waters Experience Design Center is a NEW facility that helps us build better products, services, and system solutions by measuring our customers' end-to-end experience with Waters. Located in Milford, Massachusetts, the center has two state-of-the-art usability labs, both equipped with multiple high-definition video cameras and superior audio quality to ensure that we can capture every behavior

What are the usability labs for?

We have a wet lab for measuring full end-to-end scientific measurement workflows, and a second lab dedicated to software usability testing. Supporting the laboratories, we have a collaboration room and observation facility for overseeing the live streaming. In addition to the laboratories, we have an audio/video studio for filming pieces to camera, and an editing suite available for creating supporting collateral



Do I need any special skills or knowledge to participate in a study?

The skills and/or knowledge required of participants will depend on the study. We do a wide variety of activities. Anyone should feel free to contact us and we will determine whether you are a good fit for a particular study after hearing a bit about your background



How do I sign up to participate?

Waters will be conducting multiple usability studies for all our solutions. If you would like to be a part of a study, send us a message here xd_center@waters.com with the subject title 'Sign me up'

What happens once I sign up?

The Experience Design Center team will contact you to discuss upcoming studies that may be of interest to you

After I sign up, will I get spammed?

No. However, you can opt to receive regular news letters from the Experience Design Center team.

Where do studies take place?

The majority of the studies will be at the Experience Design Center in Milford Massachusetts. We can also leverage the technology within the center to execute remote activities when required

How can I get in touch with the Experience Design Center Team?

Contact us with questions at any time at xd_center@waters.com