

Agilent CrossLab Start Up Services

Agilent 2D-LC Solution

Hardware Introduction Checklist

Thank you for purchasing an instrument from **Agilent Technologies**. CrossLab Start Up is focused on helping customers shorten the time it takes to start realizing the full value of their instrument investment. Installation, Introduction and First Run Assist are service engagements to get your new instrument and lab productive. Success starts here.

The CrossLab Start Up Introduction is delivered after the installation and introduces the operation, ownership, maintenance and troubleshooting of the new system.

This Checklist guides you through the key aspects of owning and operating your instrument. A signed copy of this checklist is provided for your records.

The CrossLab Start Up First Run Assist is an optional customer driven activity performed under the guidance of the Agilent engineer and reinforces operational understanding. After the first result is reviewed, the service engineer recommends next steps in the path to success and optimum results.

Introduction

Customer Information

Introduction is intended to give operators a basic overview of the operation and maintenance of new instruments and software systems and is not designed to be a substitute for a full operator-training course.

Further training, advice, and consultation can be obtained upon request at <https://www.agilent.com/en/training-events>.

The following are **NOT** included in Introduction service (**unless explicitly ordered**):

- Training on basic PC operation, peripherals, and/or operating systems
- Training of groups larger than five people
- Customized method/application development or method optimization.
- Method transfer from other instrumentation
- Comprehensive training
- Troubleshooting and Maintenance training
- Macro programming, customized reports, databases, etc.
- Fundamentals/theory of instrument techniques
- First Run Assist – used to demonstrate the system workflow.
- **Agilent Information Center**

The Agilent Information Center (delivered with the system) contains the introductory information, which will be used as a guide during introduction. Please make sure the Agilent Information Center and the e-Introduction are available.

Customer Responsibilities

e-Introduction, or other virtual introduction tutorial/eLearning, is recommended for all participating end users.

The manuals/media delivered with the system will be used as a guide during Introduction.

- Please make sure that they are available.
- Please follow along to confirm that applicable checklist tasks are executed during Introduction.

Important Customer Web Links

- To access Agilent training and education, visit <https://www.agilent.com/chem/training> to learn about training options, which include online, classroom and onsite delivery. A training specialist can work directly with you to help determine your best options.
- To access the **Agilent Resource Center** web page, visit <https://www.agilent.com/en-us/agilentresources>. The following information topics are available:
 - Sample Prep and Containment
 - Chemical Standards
 - Analysis
 - Service and Support
 - Application Workflows
- The **Agilent Community** is an excellent place to get answers, collaborate with others about applications and Agilent products, and find in-depth documents and videos relevant to Agilent technologies. Visit <https://community.agilent.com/welcome>
- Videos about specific preparation requirements for your instrument can be found by searching the **Agilent YouTube** channel at <https://www.youtube.com/user/agilent>
- **Need to place a service call?**
<https://www.agilent.com/en/promotions/flexible-repair-options>

Service Engineer's Responsibilities

- Provide a printed copy of the checklist to the customer to look at during Introduction.
- Discuss Introduction topics and agree upon focus areas with customer.
- Only complete and print out sections that relate to the system that has been installed.
- Complete empty fields with the relevant information.
- Complete the relevant checkboxes in the checklist using a "X" or tick mark ✓.
- Check "**Section not applicable**" check boxes to indicate services/tasks not delivered, as appropriate.
- Complete the **Service Review** section together with the customer.
- Complete the fields for page numbers at the foot of each selected page.
- Add relevant page numbers to selected pages and complete the total number of pages field in the Service Verification section.
- Complete Signature Page and attach Signature Page to Service Order.

User Introduction

General Introduction

- Ensure that all user manuals, documentation, tools, etc. provided by or relevant to the system were installed during installation and before starting Introduction. These are excellent reference tools for the customer – both during the Introduction, and after the Installation and Introduction has been completed.
- Show where to find resources available (e.g. manuals, guides, Online Help, and videos) on the instrument system.
- Note:** Indicate what may be loaded onto other PCs not directly interfaced with the instrument.
- Demonstrate how to use the Agilent Information Center.
- Explain need for avoiding growth of algae within the system, which can create problems and high costs for customers, as this is not covered by the warranty or support contract (Customer is liable for repair charges).
- Show *Agilent InfinityLab 2D-LC Solutions Quick Installation Guide (G4236-90021)*, *Agilent 1290 Infinity II Bio 2D-LC System Quick Installation Guide (G5643-90000)*, *Agilent 1290 Infinity II 2D-LC Solution User Guide (G2198-90001)*, or *Agilent 1290 Infinity II 2D-LC System OpenLab CDS User Guide (D0028444)*, *Agilent 1290 Infinity II 2D-LC System MassHunter User Guide (D0028445)*.
- Explain how the solvent is stopped from entering the system, when the instrument is powered off.
- Explain availability of consumables, supplies, and accessories, e.g. columns, capillary kits for low dispersion systems, starter kits, tool kits, and maintenance parts.
- Give recommendations on solvents (solvent quality, possible degradation, growth of algae, pH range, buffer concentrations etc.), see section "**Best Practices**" in the Agilent Information Center.
- Recommend to see Troubleshooting section in the Agilent Information Center.
- Give recommendations on correct storage of the system.
- Provide customer with **overview of their system** and its components, including hardware, Software configuration, PC configuration, and, if purchased, peripheral products such as Sampler, Barcode Reader, etc.
- Identify associated instrument and PC hardware connections (e.g. power, gases, communications, keyboard, mouse, display connections, and printer and LAN interface connections).
- Demonstrate how to use manuals, including the Online Help. If available, explain benefits of using HTML to search across multiple manuals/guides.
- If available, show list of videos available on basic instrument and software how-to tasks.

Instrument Start-Up and Overview (guide customer to perform)

- Explain how to start up and close down the instruments/modules in the correct order.
- Give overview of the instrument and modes of operation (e.g. Status and Menus).

System Information

Instrument System Name and ID	
Instrument System Site and Location	

Module List

Module identification: The module identifier (e.g. G7117A) can be found on the lower right side of the module front cover.

Module	Instrument Description
G4260B	1260 Infinity II Evaporative Light Scattering Detector
G7102A	1290 Infinity II Evaporative Light Scattering Detector
G7104A	1290 Infinity II Flexible Pump
G7104C	1260 Infinity II Flexible Pump
G7110B	1260 Infinity II Isocratic Pump
G7111A	1260 Infinity II Quaternary Pump VL
G7111B	1260 Infinity II Quaternary Pump
G7112B	1260 Infinity II Binary Pump
G7114A	1260 Infinity II Variable Wavelength Detector
G7114B	1290 Infinity II Variable Wavelength Detector
G7115A	1260 Infinity II Diode Array Detector WR
G7116A	1260 Infinity II Multicolumn Thermostat
G7116B	1290 Infinity II Multicolumn Thermostat
G7117A	1290 Infinity II Diode Array Detector FS
G7117B	1290 Infinity II Diode Array Detector
G7117C	1260 Infinity II Diode Array Detector HS
G7120A	1290 Infinity II High-Speed Pump
G7121A	1260 Infinity II Fluorescence Detector
G7121B	1260 Infinity II Fluorescence Detector Spectra
G7122A	1260 Infinity II Degasser
G7129A	1260 Infinity II Vialsampler
G7129B	1290 Infinity II Vialsampler
G7129C	1260 Infinity II Vialsampler
G7130A	InfinityLab Integrated Column Compartment
G7167-60201	InfinityLab Sample Thermostat
G7162A	1260 Infinity II Refractive Index Detector
G7162B	1290 Infinity II Refractive Index Detector

Module	Instrument Description
G7165A	1260 Infinity II Multiple Wavelength Detector
G7167A	1260 Infinity II Multisampler
G7167B	1290 Infinity II Multisampler
G7167C	1260 Infinity II Hybrid Multisampler
G1328C	1260 Infinity II Manual Injector
G7131A	1290 Infinity II Bio Flexible Pump
G7131C	1260 Infinity II Bio Flexible Pump
G7132A	1290 Infinity II Bio High-Speed Pump
G5654A	1260 Infinity II Bio-inert Quaternary Pump
G5664B	1260 Infinity II Bio-inert Fraction Collector
G7137A	1290 Infinity II Bio Multisampler
G5668A	1260 Infinity II Bio-inert Multisampler
G1364F	1260 Infinity II Analytical Fraction Collector
G5628A	1260 Infinity II Bio-inert Manual Injector
G1170A	1290 Infinity II Valve Drive
G1390B	Universal Interface Box II
SQ/High-End MS	For the mass spectrometers, please refer to the corresponding documents for further information
G7885A	1260 Infinity II Multi-Angle Light Scattering Detector
G7886A	1260 Infinity II GPC/SEC Column Thermostat
G7887A	GPC/SEC-Ready Kit

Introduction for Instrument Usage

G7122A Degasser

- Section NOT Applicable**
- Explain basic operating principle, applications, and key specifications.

G7104A/C Flexible Pump, G7131A/C Bio Flexible Pump, G7120A High-Speed Pump, G7132A Bio High-Speed Pump

Section NOT Applicable

- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the basic operating principle of the pump, its features, and key specifications.
- Explain the 2D-LC Cluster for the driver based 2D-LC Solution (if applicable).
- Explain the USB Hardware Dongle License (if applicable).
- Explain the pump function in ¹D (if applicable).
- Explain the pump function in ²D (only valid for the High-Speed Pumps).
- Explain pump settings in the Chromatography Data System (CDS).
- Explain the use of solvent types and generic solvents.
- Explain the Prepare Pump procedures in the CDS.
- Explain the Flush Procedure for the Sample Loops in the CDS (2D-LC Cluster).
- Explain the seal wash function and its benefits.
- Explain the purpose of the tuning signal and its boundaries.
- Explain regular maintenance of high-pressure filter assembly (PTFE frits) for G7120A and G7132A and solvent bottle filters (if applicable).
- Explain flushing the inline filter (if installed) and maintenance of the high-pressure filter assembly and inline filter for G7104A/C and G7131A/C (if applicable).
- Explain the use of the Jet Weaver and the availability of different volumes. (The Jet Weaver is optional for the G7104A/C Flexible Pumps and G7131A/C Bio Flexible Pumps).
- Explain the availability of ISET as a temporary license. Give a brief introduction of ISET features. A detailed familiarization is included if a full license is purchased.
- Explain the diagnostic features in Lab Advisor (Pump Leak Rate Test and System Pressure Test).

G7110B Isocratic Pump, G7111A Quaternary Pump VL, G7111B Quaternary Pump, G5654A Bio-Inert Quaternary Pump, G7112B Binary Pump

Section NOT Applicable

- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the basic operating principle of the pump, its features, and key specifications.
- Explain the ¹D pump.
- Explain pump settings in the Chromatography Data System (CDS).
- Explain solvent tables, solvent compressibility, and pump elasticity calibration for G7112B (if applicable).
- Explain low delay volume configuration for G7112B (if applicable).
- Explain when and how to optimize compressibility settings.
- Explain installation of solvent lines, especially for buffers, recommended for Quaternary pumps (if applicable).
- Explain procedures for priming and flushing the pump and system and changing solvents.
- Explain seal wash function (if applicable).
- Explain the diagnostic features in Lab Advisor (Pump Leak Rate Test and System Pressure Test).
- Explain availability of optional upgrades: SSV for binary pumps, seal wash for all pumps, quaternary option for isocratic pump, active inlet valve for isocratic and quaternary pumps.
- Explain availability of optional PE seals and normal phase valves for normal phase applications.
- Explain regular maintenance of purge valve (PTFE frits) and solvent bottle filters.

G7129A/B/C Vialsampler

Section NOT Applicable

- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the operating principle of the Vialsampler as well as its key features and specifications. Introduce the main parts of the flow path (needle, needle seat, sample loop, and injection valve) and explain the elemental steps of the injection cycle.
- Show the available method and control settings for the Vialsampler in the Chromatography Data System (CDS) and explain how to set up method parameters, such as Injection Volume, Needle Wash options, and Auxiliary settings.
- Show the available special commands for the Vialsampler in the CDS, including Needle Wash, Switch to Bypass/Mainpass and Switch Off Tray Illumination.
- Introduce the different types of needles and needle seats and explain when to use and how to exchange them.
- Introduce the different types of vial drawers and show how to install them. Explain which vial types are compatible with and recommended for the Vialsampler.
- Introduce the different types of metering head options and explain when to use them.
- Explain how to change the configuration of metering head, sample loop, and needle seat in the CDS.
- Explain how to use the Needle Wash function and the related solvent compatibility considerations.
- Explain the importance of having proper leak concept and show how to correctly route tubings for waste/leak handling.
- Show where to locate the leak sensor.
- Explain the importance of the regular maintenance and cleaning of the Vialsampler, having special focus on the needle and needle seat, the peristaltic pump, the rotor seal of the injection valve, the metering seal, and the transport rods of the transport assembly.
- Explain how and when to use the following Service & Diagnostics features in Lab Advisor: Injector steps, Gripper Verification, Maintenance Positions.
- Explain how and when to use the following Instrument Control features in Lab Advisor: Clear Error, Sampler Reset, Park Arm, Light On/Off, Injection Valve Bypass/Mainpass.
- Introduce the available upgrade options for the Vialsampler: Sample Thermostat, Integrated Column Compartment, Multidraw Kit, Column Identifier Kit, and External Tray.

G7129 A/B/C Vialsampler with G7130A InfinityLab Integrated Column Compartment

- Section NOT Applicable**
- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the operating principle of the Integrated Column Compartment (ICC) as well as its key features and specifications.
- Show the available method and control settings for the ICC in the CDS.
- Show how to install and use the Column Identifier Kit (if applicable).
- Explain how and when to use the ICC Heater Test diagnostic feature in Lab Advisor.

G7129 A/B/C Vialsampler with Sample Thermostat

- Section NOT Applicable**
- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the basic operating principle of the Sample Thermostat as well as its key features and specifications.
- Show the available method and control settings for the Sample Thermostat in the CDS.
- Explain that the Sample Thermostat uses isobutane (R600a) as refrigerant, which is environmentally friendly but flammable, and thus, some special considerations should be taken into account during the operation of this device (no open fire or source of ignition, adequate room size with sufficient air ventilation capacity).
- Explain the importance of having proper condensate drainage concept and show how to route correctly the corresponding condensate tubings.
- Explain the importance of regular maintenance and cleaning of the Sample Thermostat, having special focus on the ventilation outlets, the condensate tubings, and waste containers.
- Explain how and when to use the Sample Cooler Function Test diagnostic feature in Lab Advisor.

G7167A/B Multisampler, G5668A Bio-inert Multisampler, G7137A Bio Multisampler

Section NOT Applicable

- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the operating principle of the Multisampler, as well as its key features and specifications. Introduce the main parts of the flow path, injection cycle, and components of the sampler, like needle assembly, needle seat, sample loop, and rotor seal.
- Show the available method and control settings for the Multisampler in the Chromatography Data System (CDS) and explain how to set up method parameters, such as Injection Volume, Needle Wash Options, and Auxiliary settings.
- Explain the Sample Entry Management Interface features in the CDS (if applicable).
- Show the use and configuration of the Sample Hotel and drawer system, how to install and remove drawers, and explain which sample containers and vessels can be used with each type of drawer.
- Explain the Multisampler configuration, such as sample loop and needle seat.
- Explain the needle wash function and solvent compatibility.
- Explain when to use the different sample loop flex cartridges, the needle assembly, and seat assemblies and how to exchange them.
- Show where sample loop flex cartridges, the needle assembly, and seat assemblies can be configured in the CDS.
- Show proper leak concept. Show routing of waste tubing and condensation drain tubing.
- Show where to locate the leak sensor.
- Explain the Service & Diagnostics features in Lab Advisor: Injector steps, Auto Referencing, Parking, and Maintenance Position.
- Explain how to use the following Instrument Control features in Lab Advisor: Clear Error, Sampler Reset, Drawer Configuration, and Park Position.
- Introduce the available upgrade options for the Multisampler: Multiwash, Multidraw, Dual Needle, Multiload, and Sample Thermostat.
- Introduce the different types of metering head options and explain when to use them.
- Explain regular maintenance of purge pump, needle assembly, needle seat assembly, and rotor seal.
- Explain the parameters in the CDS, such as Assign Wellplates, Reset Injector, Mainpass/Bypass, Move Arm, and Control.
- Explain the wellplate orientation in the CDS.

G7167A/B Multisampler, G5668A Bio-inert Multisampler, and G7137A Bio Multisampler with Sample Thermostat

Section NOT Applicable

- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the basic operating principle of the Sample Thermostat as well as its key features and specifications.
- Show the available method and control settings for the Sample Thermostat in the CDS.
- Explain that the Sample Thermostat uses isobutane (R600a) as refrigerant, which is environmentally friendly but flammable, and thus, some special considerations should be taken into account during the operation of this device (no open fire or source of ignition, adequate room size with sufficient air ventilation capacity).
- Explain the importance of having proper condensate drainage concept and show how to route correctly the corresponding condensate tubings.
- Explain the importance of regular maintenance and cleaning of the Sample Thermostat, having special focus on the ventilation outlets, the condensate tubings, and waste containers.
- Explain how and when to use the Sample Cooler Function Test diagnostic feature in Lab Advisor.

G1328C Manual Injector, G5628A Bio-Inert Manual Injector

- Section NOT Applicable**
- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the operating principle of the Manual Injector as well as its key features and specifications.
- Explain the differences between filling the loop partially and completely and when to use each technique.
- Introduce the different types of sample loops and explain when to use them.
- Explain how to clean the injector valve with the Needle Port Cleaner.
- Explain that with larger loops, the mobile phase may be ejected from the needle port when the valve is rotated back to the load position.

G7116A/B MCT

- Section NOT Applicable**
- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the basic operating principle of the column thermostat, its features, and key specifications.
- Explain the ¹D and ²D MCT (if applicable).
- Explain temperature settings in the Chromatography Data System (CDS).
- Explain the role of Quick Connect Heat Exchangers.
- Explain the role of Quick Change Valve Head, how to set a position in the CDS (if applicable).
- Explain column ID tag readers (if applicable).
- Explain the ¹D/²D Switching Valve (if applicable).
- Explain the Thermostat Test (via Service & Diagnostics) and Two Point Calibration (via Instrument Control, Special Commands) in Lab Advisor.
- Explain the functionality and usage of the column ID tags in Agilent CDS (if applicable).
- Explain the functionality and usage of the column ID tags in third party CDS (if applicable).

**G7114A/B VWD, G7115A DAD, G7117A DAD FS, G7117B DAD,
G7117C DAD HS, G7121A FLD, G7121B FLD Spectra, G7162A/B RID,
G7165A MWD**

Section NOT Applicable

- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the basic operating principle of the detector, its features, and key specifications.
- Explain the position in ¹D and ²D flow path.
- Explain detector settings in the Chromatography Data System.
- Explain back pressure and pH range limitations of the flow cells.
- Explain optional preventive use of overpressure regulators to secure the flow cell (G7117A/B/C) (if applicable).
- Explain flow cell maintenance.
- Explain that a flow cell change (removal/insertion) requires a wavelength calibration using the FLD Calibration Kit (G7121-68001) (G7121A/B) (if applicable).

G7102A ELSD, G4260B ELSD

Section NOT Applicable

- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain installation, especially installation of front drain to waste bottle, and rear exhaust tube.
- Explain the position in ¹D and ²D flow path.
- Explain why inert gas (typically nitrogen) must be used with inflammable solvents or samples.
- Explain how noble gases may give different performance. Explain the importance of setting the right pressure by using the correct pressure regulator, and avoiding pressure fluctuations.
- Explain how to avoid and check for leaks.
- Explain the operating principle of the ELSD.
- Explain the detection principle in contrast to UV/Vis (absorption vs. intensity of scattered light).
- Explain using the front panel keypad.
- Explain optimization for instrument sensitivity by monitoring solvent quality, gas cleanliness etc.
- Explain basic troubleshooting in case of baseline noise issues.
- Explain interfaces to third party instruments (if applicable).
- Explain “steam cleaning” procedure.
- Explain that no self repair is possible for internal parts due to safety reasons.

G1364F Analytical Fraction Collector, G5664B Bio-Inert Fraction Collector

Section NOT Applicable

- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the basic operating principle of the fraction collector, its features, and key specifications.
- Explain the position in ¹D and ²D flow path.
- Explain the importance of a delay calibration for the fraction collector.
- Demonstrate the different fraction collection modes with a demo data file.

G5654A Bio-inert Quaternary Pump, G5628A Bio-inert Manual Injector, G5668A Bio-inert Multisampler, G5664A Bio-inert Fraction Collector

Section NOT Applicable

- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain features of the Bio-inert LC (different flow path materials, extended pH range, solvent compatibility as explained in manuals considering exceptions for flow cells).
- Explain identification of Bio-inert parts and modules (special labels and pictograms).
- Advise not to mix standard LC and Bio-inert LC parts and modules.
- Explain how to install and handle steel-cladded PEEK capillaries and Bio-inert ZDV unions.
- Explain care procedures for the 1260 Infinity II Bio-inert LC:
 - Regularly rinse the system with water to prevent salt crystallization and capillary blockage.
 - Do not store the system in aqueous buffers to avoid algae growth and salt precipitation.
 - Do not apply organic solvents straight after aqueous buffers. Include an extensive system wash with water beforehand.
 - Run regular visual inspection of the system to identify and manually remove salt crystals (needle seat, manual injector ports, and capillary connections).

G7132A Bio High-Speed Pump, G7131A/C Bio Flexible Pump, G7137A Bio Multisampler

Section NOT Applicable

- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the 2D-LC Cluster for the driver based 2D-LC Solution (if applicable).
- Explain the USB Hardware Dongle License (if applicable).
- Explain features of the Bio LC (use of the bio-compatible alloy in the flow path, flow cell resistance up to pH 12.5).
- Explain identification of Bio parts and modules (special labels and Bio pictograms, orange stripe on the bio-compatible capillaries).
- Advise not to mix standard LC and 1260 Bio-inert parts with 1290 Bio LC parts and modules. There is only one exception - Flush Head of the Multiwash option is a bio-inert part.
- Explain care procedures for the 1290 Infinity II Bio LC System:
 - To prevent salt crystallization and capillary blockage, regularly rinse the system with water.
 - Manually switch valves (injection, column selection) during system washes with water.
 - Do not store the system in aqueous buffers to avoid algae growth and salt precipitation.
 - Do not apply organic solvents straight after aqueous buffers. Include an extensive system wash with water beforehand.
 - To identify and manually remove salt crystals (needle, needle seat, and capillary connections), run regular visual inspection of the system.
- Explain conditions when the use of Max-Light Cartridge Cell LSS (G7117-60020) can benefit from the installation of the aperture (G7117-60101).
- If Multiwash option is installed explain the limitations of the option. Multiwash option should not be used when salt-containing mobile phases are in use and is not supported when reversed-phase applications are alternated with buffer applications.
- Refer the customer to *Best Practices for Using an Agilent LC System* for more detailed recommendations (system flushing procedure and Multiwash limitations).

G1170A External Valve Drive

- Section NOT Applicable**
- Explain the basic operating principle of the external valve drive, its features, and key specifications.
- Explain the Standard 2D-LC Valve (if applicable).
- Explain the 2D-LC Valve (ASM) (if applicable).
- Explain the Multiple Heart-Cutting Valves (if applicable).
- Explain the role of Quick Change Valve Head in 2D-LC, how to set a position in the CDS.
- Explain the position in the 2D-LC Setup and the plumbing for ¹D and ²D.
- Explain the configuration, such as sample loop transfer capillaries and ASM capillary (2D-LC Cluster).
- Explain the configuration of the transfer volume (2D-LC Cluster).
- Explain the pressure relief kit.
- Explain the MS diverter valve (if applicable).
- Explain the ¹D/²D Switching Valve (if applicable).

Software Start-Up

- Show location of software.
- Demonstrate how to use the software.

Create/Edit Method (guide customer to perform)

- Guide the customer to perform the key steps in creating or editing a method.

Run Method (guide customer to perform)

- Guide the customer to perform the key steps in running a method.

Parts Finder

- Section NOT Applicable**
- Show how to access Parts Finder and demonstrate how to use it.

Maintenance and Diagnostics

- Show how to register on Agilent SubscribeNet to download and order the latest software revision.
- Discuss the safe storage of the software media provided with the system.
- Describe the importance of data back-up and computer image backup.
- Discuss using Microsoft Backup and Restore as an option.
- Discuss the importance of disabling power management options and utilities that run automatically.
- Power Options: Put the computer to sleep = **Never**.
- Determine any Windows Firewall requirements with the customer IT department. Ensure that Windows Firewall is **Turned on** and the "Notify me when Windows Firewall blocks a new program" = **Checked**.
- Windows Update: Check for updates but let me choose whether to download and install them.
- Explain steps required to capture problems/error messages to send to Agilent Technical Support.
- Show where to access the Troubleshooting and Maintenance Manual.
- Show how to access virtual instructional tools or software, like e-Introduction.
- Discuss when to perform normal user maintenance. Refer to the timetable in the Troubleshooting and Maintenance manual.
- Explain how to download and update any necessary customer-installable firmware.
- Explain available Service & Diagnostics in Lab Advisor.

First Run Assist (Customer driven, assisted by Service Engineer)

- Section Not Applicable** (not on sales order, or not qualified or covered during the Instrument Introduction).

First Run Assist is a supervised first run of the instrument/software system performed by the customer.

- The purpose is to provide the customer the opportunity to perform and demonstrate understanding and competency in the critical steps when setting up a method and making a first run.
 - It is not intended to create optimized end state results, like chromatograms or spectra, but to provide the first step for running an analysis.
- Using the information in the InfinityLab LC Series I&F Delivery Guide, instruct the customer how to complete the analysis of their sample:
 - Agilent identified SEC Sample
 - Agilent identified Peptide Mapping Sample
 - Agilent identified Environmental Sample
 - Agilent identified Food Sample
 - Agilent identified Pharma Sample
 - Customer Method Standard Sample

Service Review

- Attach available reports/printouts to this documentation.
- Complete the Service Engineer Comments section below, if applicable.
- Explain how to log an instrument service call and what support services are available.
- If not covered during the Installation, explain the Agilent Warranty policy.
- Perform a review of Agilent's website and web links listed in "Important Customer Web Links".
- Discuss with the customer their training needs and present additional training options available through Agilent training and education and custom on-site consulting.
- Complete Signature Page and attach Signature Page to Service Order.

Signature Page

Service Engineer Comments (optional)

If there are any specific points you wish to note as part of this service review or other items of interest for the customer, please write in this box.

Service Verification

Service Request Number:

.....

Date of Service Completion:

.....

Service Engineer Name:

.....

Customer Name:

.....

Service Engineer Signature:

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Total number of pages in this document:

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