

Agilent G5563A/G5562A Bravo Platform – Familiarization Checklist

Thank you for purchasing an Agilent G5563A/G5562A **Bravo Automated Liquid Handling Platform**. This checklist is used to provide a guide on what aspects of your instrument should be covered when the Familiarization service has been included in your order. This checklist will be completed at the end of the service and provided to you as a record of the familiarization.

Customer Information

- Familiarization is intended to give operators a basic overview of the operation and maintenance of new instruments and is not designed to substitute for a full operator-training course.
- Further training, advice and consultation can be obtained upon request.
- The manuals/media delivered with the system will be used as a guide during familiarization. Please make sure they are available.

(The user guide is available on the web at <http://www.agilent.com/chem/askb>. Alternatively, you can access the user documentation through the VWorks software, if installed.)

- Specifically, Not Included in the Familiarization service (unless explicitly ordered):
 - Training on basic PC operation, peripherals and/or operating systems
 - Training to groups larger than five people
 - Customized method/application development and/or testing or testing of customer samples
 - Fundamentals/theory of instrument techniques unless explicitly stated.

Service Engineer's Responsibilities

- Discuss familiarization topics and agree upon focus areas with customer within the allotted time.
- Only complete/printout sections or pages 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 "✓" in the checkbox.
- Complete Not Applicable check boxes to indicate optional services or product functionality not included
- Complete the Service Review section together with the customer.

Additional Instruction Notes

- This checklist applies to the Agilent G5563A/G5562A Bravo Platform only. It should be followed in conjunction with the following:
 - **G5562A, G5563A Bravo Platform Safety and Installation Guide** (Part number G5562-90001A)
 - **Bravo Platform User Guide** (Part number G5562-90000A)
 - **Bravo Platform Quick Guide** (Part number G5409-90020A)

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General Familiarization

- Provide the customer with an overview of their platform, its components, and the parts of the platform for which familiarization will be provided.
- Identify associated instrument connections, including power connections, communications and LAN interface connections.
- Describe where to find the resources available (e.g. user guides, Help available from the controlling software, online Knowledge Base).
- Demonstrate how to use the on-line and off-line help
- Identify safety labels and potential hazards before use. Show users where to find the **safety guide** for safety information.

Guidance

The following sections may include optional system components which may/may not be applicable during familiarization. Check the Not Applicable boxes, as appropriate.

System Start-up

- Explain how to start up and shut down the instrument/modules in the correct order.
- Explain where to find the status indicators and what they mean.

Section 1: Bravo Hardware Familiarization

- SAFETY: Demonstrate emergency-stop pendant, Light Curtain, and safety shields.
- Review the various connections (AC power entry, Ethernet port, emergency-stop pendant, pump I/O port, and power switch).
- Show and explain the indicator lights location, the various colors, status and meaning.
- Show and explain the nine deck locations and their corresponding numbers (1 -9).
- Explain how to install and uninstall the liquid-handling heads on the Bravo Platform.

Section 2: Software Familiarization

- Demonstrate how to create a Bravo device in the VWorks software.
- Demonstrate how to create and manage a profile in Bravo Diagnostics.
- Demonstrate how to initialize the Bravo Platform (Bravo Diagnostics and the VWorks window).
- Demonstrate how to set and manage teachpoints in Bravo Diagnostics (part of profile).
- Demonstrate how to verify the gripper setup, if applicable, in Bravo Diagnostics (part of profile).
- Demonstrate how to specify the deck locations that external robots will access, if applicable.
- Demonstrate how to configure accessories and use diagnostics, such as an autofilling reservoir-pump module (part of profile).

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Section 3. Maintenance & Diagnostics

- Demonstrate how to search and access maintenance/diagnostic tools, documents and guides.
- Review the following basic instrument maintenance and troubleshooting procedures.
 - Checking the gripper pads for wear.
 - Inspecting the moving parts for wear or rub marks.
 - Inspecting the Pump Module tubing.
 - Verifying teachpoint accuracy.
 - Calibrating the Weigh Station, if applicable.
 - Cleaning the instrument (except for the gripper pads) with isopropyl alcohol or ethanol.
- Explain how to download and update any necessary customer-installable firmware.

Service Review

- Complete the Service Engineer Comments section below, if applicable.
- Explain how to log an instrument service call and what support services are available.
- Perform a review (~10mins) of Agilent's web site and web links listed below.
- Explain Agilent's instrument warranty policy.
- Advise customer of additional instrument training options available.

Service Engineer Comments (optional)

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

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Other Important Customer Web Links

- For additional information about Agilent automation products, please visit our web site at <http://www.agilent.com/en-us/products/automation-solutions>
- Need to get information on your product?
 - Automation Solutions **VWorks Knowledge Base** - <http://www.agilent.com/chem/askb>
 - Literature Library - <http://www.agilent.com/en-us/library/literature>
- Need technical support, FAQs? - <http://www.chem.agilent.com/en-US/Technical-Support/Pages/default.aspx>
- Need Support Services? - www.agilent.com/crosslab

Service Completion

Service request number _____ Date service completed _____

Agilent signature _____ Customer signature _____

Number of pages in this document _____

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