

## Agilent G5584A Labware MiniHub Familiarization Checklist

**For Research Use Only. Not for use in diagnostic procedures.**

Thank you for purchasing an Agilent G5584A **Labware MiniHub**. This checklist is used to provide a guide on which 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.
- Author to add specific customer activities or additional help info/guidance for the customer to follow prior to familiarization.

### 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.
- Author to add items as necessary.

### Additional Instruction Notes

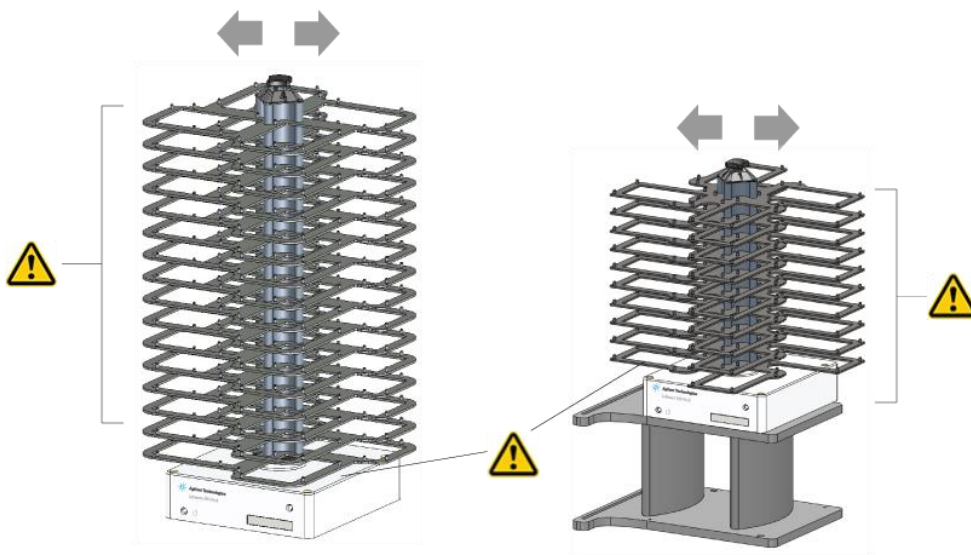
This checklist applies to the Agilent G5471A/ G5489A Labware MiniHub only. Use this checklist in conjunction with the following:

- **G5584A Labware MiniHub Safety and Installation Guide** (part number G5584-90004)
- **G5584A Labware MiniHub Quick Guide** (part number G5584-90000)
- **G5584A Labware MiniHub User Guide** (part number G5584-90001)

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### General Familiarization

- Provide the customer with an overview of their instrument and its components, and indicate the topics 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. instrument manuals, user guides, on-line help) for the instrument. (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.)
- Demonstrate how to use the on-line and off-line help.
- Describe safety guidelines and identify moving parts and pinch-point hazards before use. Show users where to find the safety information:
  - **Automation Solutions Products General Safety Guide** (part number G5500-90015)
  - **Labware MiniHub Safety and Installation Guide** (part number G5471-90004)



### 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.

### Labware MiniHub Configuration

- Demonstrate how to add and remove shelves.
- Demonstrate how to start Labware MiniHub Diagnostics.
- Demonstrate how to create a profile and set the home position.
- Demonstrate how to establish communication (initialize) the Labware MiniHub profile.
- Explain how to set robot teachpoints for the MiniHub.

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- Demonstrate how to check the MiniHub's current position.
- Demonstrate how to stop in an emergency.

### **Maintenance & Diagnostics**

- Demonstrate how to use Labware MiniHub Diagnostics to troubleshoot problems.
- Review the troubleshooting section of the user guide.
- Demonstrate how to clean the shelves.

### **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 solutions, please visit our web site at <http://www.agilent.com/en-us/products/automation-solutions>
- Need to get information on your product?
  - VWorks Knowledge Base - <http://www.agilent.com/chem/askb>
  - Literature Library - <http://www.agilent.com/en-us/library/literature>
- Need to know more?  
Customer Education - <http://www.chem.agilent.com/en-US/Training-Events/Pages/default.aspx>
- Need Support Services? - [www.agilent.com/crosslab](http://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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