

Thank you for purchasing an Agilent G5585B **PlateLoc Thermal Microplate Sealer**. 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 guides are available on the web at <http://www.agilent.com/chem/askb>. Alternatively, you can access the user documentation through the VWorks software, if installed.)
- 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.
- Please provide field service engineer's business card to your customer.

## Additional Instruction Notes

- This checklist applies to the Agilent G5402A/G PlateLoc Thermal Microplate Sealer. It should be followed in conjunction with the following:
  - G5585B PlateLoc Thermal Microplate Sealer User Guide** (part number G5051-90002)
  - G5585B PlateLoc Thermal Microplate Sealer Quick Start** (part number G5051-90001)

## **General Familiarization**

- Provide the customer with an overview of the PlateLoc Sealer, its components and locations, and indicate the parts of the instrument 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, reference guides, on-line help) for the instrument.
- Demonstrate how to use the on-line and off-line help.
- Discuss the consumables requirements. See [PlateLoc Thermal Microplate Sealer Consumables Selection Guide](#) (part number 5990-3659EN)
- Identify Safety Labels, pinch point and burn hazards before use.

## **Guidance**

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

## **Instrument Startup**

- Show users where to find the safety information:
  - Automation Solutions Products General Safety Guide** (part number G5500-90015)
  - Safety section of the **G5585B PlateLoc Thermal Microplate Sealer User Guide** (part number G5051-90002)
- Review the various connections (AC power, serial port, air input port, argon input port for Gas Purging PlateLoc only, and power switch).
- Show and explain the various instrument components (Air flow gauge, On/Off switch, Seal entry slot, Open-gripper button, Close-gripper button, Door, Plate stage, Screen release lever, Touchscreen, Seal roll supports, Hub and Roll of seal).
- Demonstrate how to turn on and off the instrument.
- Demonstrate how to turn on and off the air.
- (Gas-Purging PlateLoc only) Demonstrate how to turn on and off the argon.

## **Instrument Setup**

- Demonstrate how to tilt and stow the touchscreen.
- Demonstrate how to load and unload a roll of seal.
- (Integrated PlateLoc only) Demonstrate how to establish communication with the instrument using diagnostics.
  - How to start PlateLoc Diagnostics.
  - How to create and manage profiles.

## **Sealing Microplates**

- Demonstrate how to load an insert and a plate.
- Demonstrate how to set the sealing parameters.
- Demonstrate how to start the seal cycle.
- Demonstrate how to stop a seal cycle in progress.
- Demonstrate how to optimize the seal quality by adjusting the sealing parameters.
- Highlight the Agilent recommended seal temperatures and seal times for the various plate types. See [the Agilent PlateLoc Thermal Microplate Sealer Consumables Selection Guide](#) (part number 5990-3659EN)

## **Maintenance & Diagnostics**

- Demonstrate how to search and access maintenance/diagnostic tools, documents and guides.
- Review the following basic instrument maintenance and troubleshooting procedures, including:
  - Cleaning the hot plate with an ammonia-based cleaning product.
  - Cleaning the touchscreen.
  - Cleaning the exterior metal and painted surfaces with isopropyl alcohol.

## **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 (Silver with Software-one year warranty only).
- 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.

## **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>
  - Product page - <http://www.agilent.com/en-us/products/automation-solutions/microplate-management-robotics/plateloc-thermal-microplate-sealer>
  - Literature Library - <http://www.agilent.com/en-us/library/literature>
- Need to know more? Customer Education – <http://www.agilent.com/crosslab/university/>
- 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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