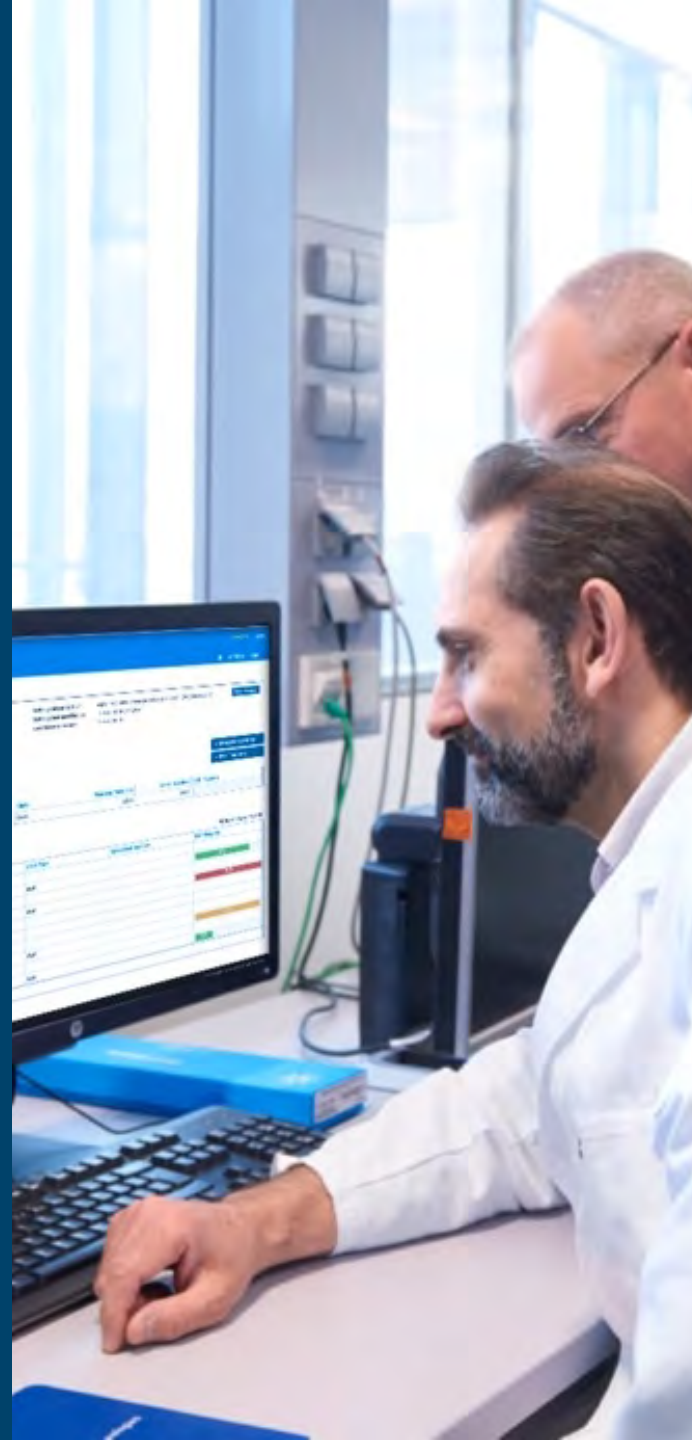


Minimize Downtime with Condition-Based Instrument Diagnostics

Agilent CrossLab
Smart Alerts software



Agilent
CrossLab
From Insight to Outcome



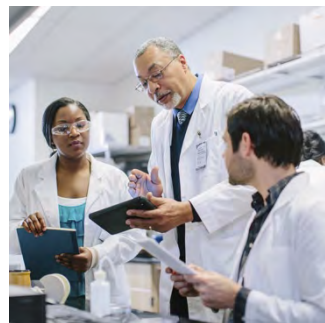
Regular maintenance keeps instruments performing at their peak—and keeps costly downtime in check.

However...

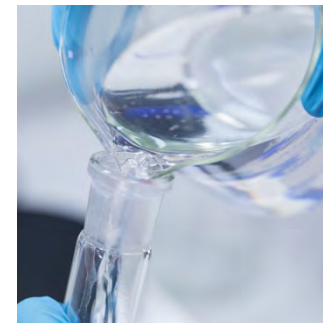
Many variables can drive the need for more frequent maintenance than the manufacturer recommends.



High sample loads



Multiple shifts



Harsh operating
conditions

Knowing which instruments are functioning well—and which need immediate attention—can be challenging.



The Solution: Condition-Based Instrument Diagnostics

Agilent CrossLab Connect Smart Alerts software:

- Monitors actual instrument use.
- Sends you timely recommendations based on extensive Agilent experience and instrument testing, so you know when to replace consumables or schedule preventive maintenance.
- Gives you a lab-wide view of instrument status. You immediately know which instruments are available and which need attention.
- Direct from Smart Alerts you can quickly inform Agilent when you need service.

The screenshot displays the Agilent CrossLab Smart Alerts software interface. The top navigation bar includes 'Agilent CrossLab', 'CrossLab Smart Alerts', and 'Data-driven instrument maintenance'. The main dashboard shows a 'Systems Dashboard' with a summary of registered systems (9 total, 6 connected, 3 disconnected, 0 not enabled). Below this is a table listing systems with columns for System Name, Fault Status, Maintenance Status, Consumables Status, System Type, Last System Contact, Building, Room, and Notes.

The lower section provides a detailed view of a specific system, 'nexus pp21'. It includes fields for Model (8890), Serial Number (U514205001), and Firmware Version (2.8.0.102). A 'Preventive Maintenance Alert' section indicates the last PM performed on 01-Jun-2020 and the next PM due by 01-Jun-2021. Below this is a table of components with their EMF (Equipment Maintenance Factor) values and progress bars.

| Component | EMF Name | Current Value | Units | Warning Threshold | Limit Threshold | EMF Progress |
|------------|--------------------|---------------|-------|-------------------|-----------------|--------------|
| Instrument | InstrumentRunCount | 2469 | Count | 20000 | 25000 | 98% |

The 'Consumable Alerts' section shows a list of consumables with their status, component, alert type, scheduled due date, and EMF progress. For example, 'Septum' has a scheduled due date of 19-Sep-2021 and is 100% complete.



For LC maintenance, we have tested these solvent compositions:

- Reverse phase—routine
- Reverse phase—buffer + organic
- Reverse phase—high salt
- Normal phase

For GC and GC/MS maintenance, we have performed long-term testing with multiple samples in these application areas:



Environmental



Food safety



Forensic



Energy



Pharmaceutical

You Decide What to Do Next

Consumables

Replace them as you normally do.

Preventive maintenance

If you have an Agilent service agreement that includes preventive maintenance, call Agilent to schedule your service.

If not, consider purchasing on-demand preventive maintenance from Agilent.

Instrument fault alerts

Solve instrument problems more quickly.

When a service call is needed, Remote Assist makes it fast and easy.

So, How Does It Work?



Smart Alerts: Easy as 1, 2, 3



1

Install the software
on any PC in your lab
in 10 minutes or less

No Internet connection required



2

The software compares instrument-use data
against application-based insights from Agilent
(customizable)



3


Receive an email when
recommended limits
are reached

Smart Alerts Dashboard

Early maintenance feedback settings

Set preventive maintenance alerts:

- Use default
- Adjust based on experience



The screenshot shows the Agilent CrossLab Smart Alerts dashboard. The top navigation bar includes 'Agilent CrossLab', 'Smart Alerts', and 'Early maintenance feedback settings'. The main content area displays the 'SYSTEM WAD LC' settings. A 'Preventive Maintenance Alert' section is highlighted, showing the last PM performed on 28-Feb-2020 and the next PM due by 28-Feb-2021. Below this, a table lists EMF-based alerts for the Pump and ALS components.

Preventive Maintenance Alert [EDIT](#)

Last PM performed on: 28-Feb-2020 Next PM due by: 28-Feb-2021
EMF-based alerts are enabled

| Component | EMF Name | Module | Current Value | Units | Warning Threshold | Limit Threshold | EMF Progress |
|-----------|--------------------------|-------------------|---------------|-------|-------------------|-----------------|--------------|
| Pump | Liquimeter | G4204A:PRQAT00096 | 28 | L | 120 | 150 | 19% |
| ALS | Needle Into Seat Counter | G4226A:LP00055016 | 8044 | Count | 24000 | 30000 | 26% |

Below the table, there is a section for 'Consumable Alerts' with a table listing various consumables and their status.

Consumable Alerts

Show: ☒ All Consumables ☐ Enabled Consumables [Show Only Active EMF](#)

| Enabled | Active | Consumable | Reset Counter | Component | Module | Alert Type | Scheduled Due Date | EMF Progress |
|--------------------------|-------------------------------------|--------------------------------------|-----------------------|-----------|-------------------|------------|--------------------|--------------|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Backflush Inlet Filter, if installed | Reset | Pump | G4204A:PRQAT00096 | | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Screen Filter(s) | Reset | Pump | G4204A:PRQAT00096 | | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Pump Inlet Filter, if installed | Reset | Pump | G4204A:PRQAT00096 | | | |

At the bottom of the dashboard, there are links for 'Privacy Statement' and 'Terms of Use', and a copyright notice: '© 2020 Agilent Technologies All Rights Reserved.'

Smart Alerts Dashboard

Early maintenance feedback settings

Choose from a wide range of consumable alerts

Consumable Alerts

Show: ☒ All Consumables ☐ Enabled Consumables

| | Enabled | Active | Consumable | Component |
|---|-------------------------------------|-------------------------------------|---------------------|----------------|
| + | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Septum | Front Inlet |
| + | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Liner | Front Inlet |
| + | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Split Vent Trap | Front Inlet |
| + | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Septum | Back Inlet |
| + | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Rotor | Valve 1 |
| + | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Solenoid | Valve 1 |
| + | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Column | Column 1 |
| + | <input type="checkbox"/> | <input checked="" type="checkbox"/> | FID Clean Collector | Front Detector |
| + | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | FID Jet | Front Detector |
| + | <input type="checkbox"/> | <input checked="" type="checkbox"/> | FID Ignitor | Front Detector |
| + | <input type="checkbox"/> | <input checked="" type="checkbox"/> | NPD Detector Bead | Back Detector |
| + | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Gas Filter | Instrument |

Consumable Alerts

Show: ☒ All Consumables ☐ Enabled Consumables

| | Enabled | Active | Consumable | Reset Counter | Component |
|---|-------------------------------------|-------------------------------------|---------------------------------------|------------------------|-------------------|
| + | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Backflush Inline Filter, if installed | | Pump |
| + | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Solvent Filter(s) | <button>Reset</button> | Pump |
| + | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Pump Inline Filter, if installed | <button>Reset</button> | Pump |
| + | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Needle Seat | <button>Reset</button> | ALS |
| + | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | UV Lamp | | UV based detector |
| + | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Check/Replace Left Column | | Column |
| + | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Check/Replace Right Column | | Column |

Smart Alerts Dashboard

Early maintenance feedback settings



Choose between usage- and calendar-based alerts

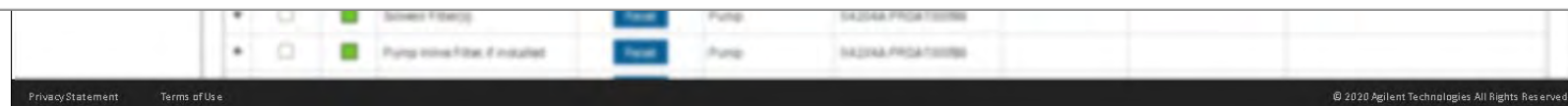
☒ Enable Schedule-based Alert

Consumable Alert Interval: Due 12 Months after last service

Warning Alert: Send 1 Months before scheduled service date

☐ Enable EMF-based Alert

| Enable | EMF Name | Current Value | Units | Limit Threshold | Warning % of Limit | Warning Threshold |
|--------------------------|--------------------------|---------------|-------|-----------------|--------------------|-------------------|
| <input type="checkbox"/> | Needle Into Seat Counter | 0 | Count | 30000 | 80% | 24000 |



Smart Alerts Dashboard

Early maintenance feedback settings

Agilent insights:

- Templates based on Agilent instrument/application knowledge
- Customize to suit your needs

The screenshot displays the Agilent CrossLab Smart Alerts dashboard. Two side-by-side windows are open, both titled 'Load EMF Settings from Template for'. The left window is for system '8890-MSD' and the right window is for system '1290-2 iap04'. Both windows show the 'Load EMF Settings' section with the following details:

- System: 8890-MSD (left) / 1290-2 iap04 (right)
- Current application type: Chemical & Energy (left) / Reverse Phase Routine Conditions (right)
- Select EMF Template: * (dropdown menu)

The dropdown menu for 'Select EMF Template' shows a list of 'AgilentTemplates' and a section for 'UserTemplates'.

AgilentTemplates

- Agilent GC 8890 Chemical & Energy, v 1.0.01 (29 October 2018)
- Agilent GC 8890 Environmental, v 1.0.01 (29 October 2018)
- Agilent GC 8890 Food Safety, v 1.0.01 (29 October 2018)
- Agilent GC 8890 Forensics, v 1.0.01 (29 October 2018)
- Agilent GC 8890 Pharma, v 1.0.01 (29 October 2018)

UserTemplates

- Agilent LC Normal Phase, v1.0.01 (15 August 2019)
- Agilent LC Reverse Phase Buffer+Organic, v1.0.01 (15 August 2019)
- Agilent LC Reverse Phase High Salt, v1.0.01 (15 August 2019)
- Agilent LC Reverse Phase Routine Conditions, v1.0.01 (15 August 2019)

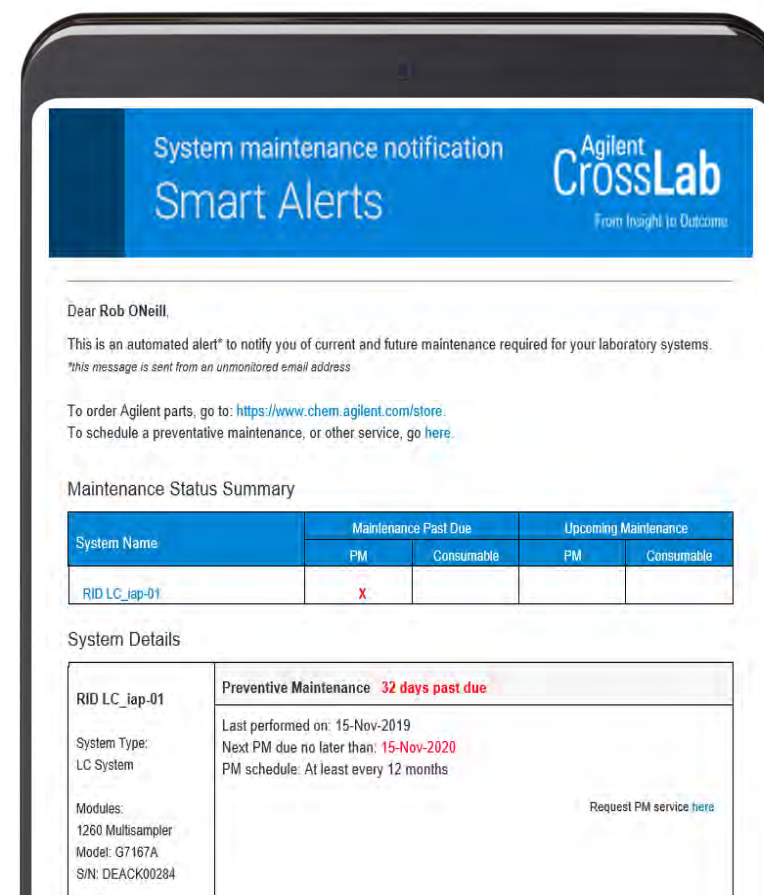
The dashboard also includes a top navigation bar with 'Agilent CrossLab' logo, 'CrossLab Smart Alerts' title, and various user and system settings. The bottom of the dashboard features a footer with 'Privacy Statement', 'Terms of Use', and '© 2020 Agilent Technologies All Rights Reserved.'

Smart Alerts Emails

Consolidate data from all connected instruments

Receive alerts for:

- Preventive maintenance
- Consumable replacement
- “Past due” and “upcoming” actions
- Instrument faults



Smart Alerts Emails

Consolidate data from all connected instruments

Links make it easy to:

- Order parts
- Request preventive maintenance service

System maintenance notification
Smart Alerts

Agilent
CrossLab
From insight to Outcome

Dear Rob O'Neill,

This is an automated alert* to notify you of current and future maintenance required for your laboratory systems.
*This message is sent from an unmonitored email address.

To order Agilent parts, go to: <https://www.chem.agilent.com/store>.
To schedule a preventative maintenance, or other service, go [here](#).

Maintenance Status Summary

| System Name | Maintenance Past Due | | Upcoming Maintenance | |
|-------------|----------------------|------------|----------------------|------------|
| | PM | Consumable | PM | Consumable |
| 7890a | | X | | |
| WAD LC | | | X | X |

System Details

7890a

System Type:
GC System

Modules:
7890A Gas Chromatograph
Model: 6890A
S/N: CN11251028

Autinjector Module
Model: G4513A
S/N: CN10370023

ALS Sample Tray
Model: G4514A
S/N: CN91300158

WAD LC

System Type:
LC System

Modules:
1290 Quat Pump
Model: G4204A
S/N: PRQAT00096

1290 Sampler
Model: G4226A
S/N: LP00055016

1200 TCC
Model: G1316C
S/N: DE84055246

1290 MCT
Model: G7110B
S/N: PP10000008

DAD SL
Model: G1315C
S/N: PR00000001

1200 Instant Pilot
Model: G4208A
S/N: DE00087654

To order Agilent parts, go to: <https://www.chem.agilent.com/store>.
To schedule a preventative maintenance, or other service, go [here](#).

Preventive Maintenance

Last performed on: 28-Feb-2020
Next PM due no later than: **28-Feb-2021** (in 11 days)
PM schedule: At least every 12 months

Check/Replace Left Column

Last performed on: 27-Feb-2020
Next Replacement due by: **27-Feb-2021** (in 10 days)
Replacement schedule: Every 12 months

[Order consumables here](#)

Request PM service [here](#)

Order consumables [here](#)

back to summary

back to summary

back to summary

Parts Ordering ☒ Add ALL favorite parts for ALL systems to Agilent Cart

To stop or change the frequency of receiving these emails, [log into your Smart Alerts account](#) and update your notification settings in your profile.

If you have any questions or need assistance, please contact your lab administrator or isca_ra_remotediag@agilent.com

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Smart Alerts Emails

Consolidate data from all connected instruments

Summary of all active alerts
across your lab

System maintenance notification

Smart Alerts

Agilent

CrossLab

From Insight to Outcome

Dear Rob O'Neill,

This is an automated alert* to notify you of current and future maintenance required for your laboratory systems.
*This message is sent from an unmonitored email address.

To order Agilent parts, go to: <https://www.chem.agilent.com/store>.
To schedule a preventative maintenance, or other service, go [here](#).

Maintenance Status Summary

| System Name | Maintenance Past Due | | Upcoming Maintenance | |
|-------------|----------------------|------------|----------------------|------------|
| | PM | Consumable | PM | Consumable |
| 7890a | | X | | |
| WAD LC | | | X | X |

System Details

Maintenance Status Summary

| System Name | Maintenance Past Due | | Upcoming Maintenance | |
|-------------|----------------------|------------|----------------------|------------|
| | PM | Consumable | PM | Consumable |
| 7890a | | X | | |
| WAD LC | | | X | X |

System type:
LC System

Modules:
1290 Quat Pump
Model: G4204A
S/N: PRQAT00096

1290 Sampler
Model: G4226A
S/N: LP00055016

1200 TCC
Model: G1316C
S/N: DE84055246

1290 MCT
Model: G7110B
S/N: PF10000008

DAD SL
Model: G1315C
S/N: PR00000001

1200 Instant Pilot
Model: G4208A
S/N: DE00087654

Next PM due no later than: **28-Feb-2021** (in 11 days)
PM schedule: At least every 12 months
[Request PM service here](#)

Check/Replace Left Column

Column
Model: G1316C S/N: DE84055246

Last performed on: 27-Feb-2020
Next Replacement due by: **27-Feb-2021** (in 10 days)
Replacement schedule: Every 12 months
[Order consumables here](#)

[Add ALL favorite parts for system WAD LC to Agilent cart](#)
[back to summary](#)

Parts Ordering

[Add ALL favorite parts for ALL systems to Agilent Cart](#)

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March 25, 2021

Agilent

Smart Alerts Emails

Consolidate data from all connected instruments

Details grouped by instrument
in a single email

System maintenance notification

Smart Alerts

Agilent
CrossLab
From insight to Outcome

Dear Rob O'Neill,

This is an automated alert* to notify you of current and future maintenance required for your laboratory systems.
*This message is sent from an unmonitored email address.

To order Agilent parts, go to: <https://www.chem.agilent.com/store>.
To schedule a preventative maintenance, or other service, go [here](#).

Maintenance Status Summary





| System Name | Maintenance Past Due | | Upcoming Maintenance | | | |
|--|--|------------|--|------------|--|--|
| | PM | Consumable | PM | Consumable | | |
| WAD LC | | | | | | |
| System Type: LC System | Preventive Maintenance | | | | | |
| Modules: 1290 Quat Pump Model: G4204A S/N: PRQAT00096 | Last performed on: 28-Feb-2020 Next PM due no later than: 28-Feb-2021 (in 11 days) PM schedule: At least every 12 months Request PM service here | | | | | |
| 1290 Sampler Model: G4226A S/N: LP00055016 | Check/Replace Left Column | | Column Model: G1316C S/N: DE84055246 | | | |
| 1200 TCC Model: G1316C S/N: DE84055246 | Last performed on: 27-Feb-2020 Next Replacement due by: 27-Feb-2021 (in 10 days) Replacement schedule: Every 12 months Order consumables here | | | | | |
| 1290 MCT Model: G7116B S/N: PP10000008 | | | | | | |
| DAD SL Model: G1315C S/N: PR00000001 | | | | | | |
| 1200 Instant Pilot Model: G4208A S/N: DE00087654 | Add ALL favorite parts for system WAD LC to Agilent cart | | | | | |

[back to summary](#)

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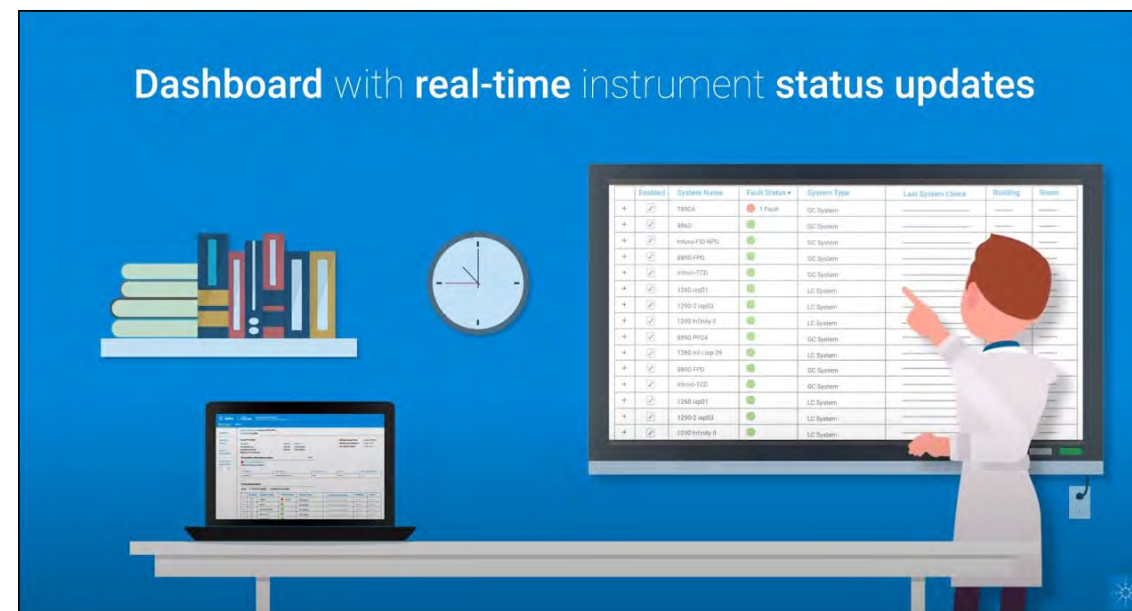
18

March 25, 2021

 Agilent

Current Smart Alerts functionality:

- ✓ Fault Alerts
- ✓ Remote Assist
- ✓ Parts Management and Consumables Integration
- ✓ System Summary Report
- ✓ Desktop Notifications
- ✓ Database Migration
- ✓ Dashboard Update



Instrument Fault Alerts

Diagnose downtime and fix the problem faster.

Agilent CrossLab Smart Alerts
Data-driven instrument maintenance

SMART ALERTS REMOTE ASSIST PARTS ADMIN

Systems Dashboard

Systems Registered: 9 # Connected: 7 # Disconnected: 2 # Not Enabled: 0

Show: ☒ All Systems ☐ Enabled Systems [HTML Export](#) [System](#)

| System Name | Fault Status | Maintenance Status | Consumables Status | System Type | Last Status |
|----------------------------|--------------|--------------------|--------------------|----------------|-------------|
| 7890a | 2 | 0 | 0 | GC System | 29-Oct |
| lc-lap-11 | 0 | 0 | 0 | LC System | 10-Sep |
| nexus pp21 | 0 | 0 | 3 | GC System | 29-Oct |
| WAD LC | 1 | 0 | 0 | LC System | 29-Oct |
| RID LC_lap-01 | 0 | 0 | 0 | LC System | 14-Sep |
| 5900 ICP-OES | 0 | 1 | 4 | ICP-OES System | 29-Oct |
| 5110 ICP-OES System | 0 | 0 | 0 | ICP-OES System | 29-Oct |
| 5800 ICP-OES | 0 | 0 | 0 | ICP-OES System | 29-Oct |
| 003003258ECC 1260-1290 mix | 0 | 1 | 0 | LC System | 29-Oct |

Page 1 of 1 Records per page: 20 1 to 9 of 9

System fault notification Smart Alerts **Agilent CrossLab**
From Insight to Outcome

Dear Rob O'Neill,

This is an automated alert* to notify you of fault conditions for one or more of your laboratory systems.
**this message is sent from an unmonitored email address.*

To order Agilent parts, go to: <https://www.chem.agilent.com/store>
To schedule a service & repair, go [here](#).

Fault Status Summary

| System Name | Fault Count |
|-------------|-------------|
| WAD LC | 1 |

System Faults

| System Name | Fault Count |
|-------------|-------------|
| WAD LC | 1 |

WAD LC

System Type: LC System

Modules:

- 1290 Quat Pump Model: G4204A S/N: PRQAT00096
- 1290 Sampler Model: G4226A S/N: LP00055016
- 1290 MCT Model: G7116B S/N: PP10000008
- DAD SL Model: G1315C S/N: PR00000001
- 1200 Instant Pilot Model: G4208A S/N: DE0007654

Fault Information

| Time | Description |
|-------------------------|--------------------|
| 25-Nov-2020 07:51:10 PM | No UV lamp current |

[back to summary](#)

To stop or change the frequency of receiving these emails, log into your Smart Alerts account and update your notification settings in your profile.

If you have any questions or need assistance, please contact your lab administrator or lca_na_remotediag@agilent.com.

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Instrument Fault Alerts (Dashboard view)

- Notify you when your system goes down and tell you *why*.
- Help you save time and get your instrument running again quickly—with or without a service call.

Fault Indicator

The screenshot displays the Agilent CrossLab Smart Alerts dashboard. The top navigation bar includes the Agilent logo, CrossLab logo, and 'CrossLab Smart Alerts' title. The main content area is titled 'Systems Dashboard' and shows a summary of system status: 9 registered, 7 connected, 2 disconnected, and 0 not enabled. A table lists individual systems with columns for System Name, Fault Status, Maintenance Status, Consumables Status, System Type, Last System Contact, Building, Room, and Notes. A blue arrow points to the 'Fault Status' column header, which is labeled 'Fault Indicator' in the text above. The table shows various systems with their respective fault counts (e.g., 2, 0, 0, 3, 0, 0, 0, 0, 0, 1, 0, 0, 0, 0, 1).

| System Name | Fault Status | Maintenance Status | Consumables Status | System Type | Last System Contact | Building | Room | Notes |
|----------------------------|--------------|--------------------|--------------------|----------------|-------------------------|----------|------|-------|
| 7890a | 2 | 0 | 0 | GC System | 29-Oct-2020 04:18:29 PM | | | |
| lc_lap-11 | 0 | 0 | 0 | LC System | 10-Sep-2020 10:14:15 AM | | | |
| nexus pp21 | 0 | 0 | 3 | GC System | 29-Oct-2020 04:16:04 PM | | | |
| WAD LC | 0 | 0 | 0 | LC System | 29-Oct-2020 04:17:54 PM | | | |
| RID LC_lap-01 | 0 | 0 | 0 | LC System | 14-Sep-2020 11:27:46 AM | | | |
| 5900 ICP-OES | 0 | 1 | 4 | ICP-OES System | 29-Oct-2020 04:16:31 PM | | | |
| 5110 ICP-OES System | 0 | 0 | 0 | ICP-OES System | 29-Oct-2020 04:16:38 PM | | | |
| 5800 ICP-OES | 0 | 0 | 0 | ICP-OES System | 29-Oct-2020 04:16:13 PM | | | |
| 0030D3258ECC 1260-1290 mix | 0 | 1 | 0 | LC System | 29-Oct-2020 04:18:56 PM | | | |

Remote Assist

System Fault Details: WAD LC

Fault History

Event Log

Submit Remote Assist

| Module | Code | Description | Occurrence Time | Resolved Time |
|-------------------|------|--------------------|-------------------------|---------------|
| --Select-- | | | Show all | Show all |
| G1315C:PR00000001 | 7450 | No UV lamp current | 25-Nov-2020 07:51:10 PM | |

Agilent CrossLab

CrossLab Smart Alerts

Data-driven instrument maintenance

Hi Rob

Language: English

Logout

SMART ALERTS

REMOTE ASSIST

PARTS

ADMIN

1

SETTINGS

HELP

ASSIST

Submit Request

Request Log

Submit Request

System

WAD LC

Primary Contact

First Name*

Rob

Last Name*

ONeill

E-Mail Address*

robert_oneill@agilent.com

Confirm E-Mail*

robert_oneill@agilent.com

Phone Number*

+353 123 456 789

Add Secondary Contact

Callback Requested

Description*

I have a problem with my instrument, it is giving the following error:

Module: G1315C:PR00000001

Error Code: 7450

Error Details: No UV lamp current

Occurance Time: 25-Nov-2020 07:51:10 PM

Submit

System Details

LC System

WAD LC

Model #

Serial #

Model Description

G4204A

PRQAT00096

1290 Quat Pump

G4226A

LP00055016

1290 Sampler

G1316C

DE84055246

1200 TCC

G7116B

PP10000008

1290 MCT

G1315C

PR00000001

DAD SL

G4208A

DE00087654

1200 Instant Pilot

Pre-populated with accurate System configuration information

Request a callback option

Pre-populated with accurate real-time instrument error information. End-user editable.

Direct to local Agilent call center

Parts Management and Consumables Integration

Record individual system favorite consumable/part #'s...

The screenshot displays the Agilent CrossLab Smart Alerts web interface. The top navigation bar includes 'SMART ALERTS', 'REMOTE ASSIST', 'ORDER PARTS', and 'ADMIN'. The 'ORDER PARTS' tab is active. On the left sidebar, 'System Favorites' is highlighted. The main content area shows the 'System Favorites' section for a system named 'LC 11ap-11'. An 'Add System Favorite' modal is open, displaying a list of parts. The part '5191-4338' is highlighted in the list. The modal also includes a 'Create new Master Part...' option and a 'Cancel' button.

System Favorites

System: LC 11ap-11

Add System Favorite

Part Number: Select part...

Create new Master Part...

| | |
|-------------|--|
| 5191-4341 | Filter membrane, Nylon 47 mm, pore size 0.20 Åµm, 100/pk |
| 5191-4338 | Filter membrane, Nylon 47 mm, pore size 0.45 Åµm, 100/pk my notes |
| 5191-4339 | Filter membrane, PTFE, 47 mm, pore size 0.20 Åµm, 100/pk |
| 5191-4340 | Filter membrane, Regenerated Cellulose 47 mm, pore size 0.2 Åµm, 100/pk |
| 5067-1562 | Frit, 4.6 mm, 0.2 Åµm, stainless steel, PEEK-encapsulated, for use with p/n 5067-1553, 10/pk |
| 01090-68702 | Filter assembly, in-line, low dispersion, 2.1 mm, 2 Åµm, 2 frits, SST |

Page 1 of 1 | Records per page: 20

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Parts Management and Consumables Integration

Record individual system favorite consumable/part #'s...

Agilent CrossLab Smart Alerts
Data-driven instrument maintenance

Back to Systems Dashboard > System: lc1ap-11

Consumable Alerts

show: ☒ All Consumables ☐ Enabled Consumables ☒ Show Only Active EMF

| Enabled | Active | Consumable | Reset Counter | Component | Module | Alert Type | Scheduled Due Date | EMF Progress | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-------------------------------------|--------------------|-----------------------|-------------------|--------------------|-------------------|--------------------|--------------|--------|----------|---------------|-------|-----------------|--------------------|-------------------|-------------------------------------|-----------------------------|---|---|------|-----|------|--------------------------|----------------|---|---|----|-----|----|--------------------------|---------------|---|------|--------|-----|--------|-------------------------------------|---------------|---|------|--------|-----|--------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Solvent Filter(s) | Reset | Pump | G1312B-DE43618028 | EMF | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div><input type="checkbox"/> Enable Schedule-based Alert Consumable Alert Interval: Due 2 Months after last service Warning Alert: Send 1 Weeks before scheduled service date <input checked="" type="checkbox"/> Enable EMF-based Alert</div> <div><table border="1"><thead><tr><th>Enable</th><th>EMF Name</th><th>Current Value</th><th>Units</th><th>Limit Threshold</th><th>Warning % of Limit</th><th>Warning Threshold</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>Liquimeter (A)</td><td>0</td><td>L</td><td>70</td><td>80%</td><td>56</td></tr><tr><td><input type="checkbox"/></td><td>Liquimeter (B)</td><td>0</td><td>L</td><td>70</td><td>80%</td><td>56</td></tr><tr><td><input type="checkbox"/></td><td>Seal Wear (A)</td><td>2</td><td>None</td><td>135000</td><td>80%</td><td>108000</td></tr><tr><td><input checked="" type="checkbox"/></td><td>Seal Wear (B)</td><td>3</td><td>None</td><td>135000</td><td>80%</td><td>108000</td></tr></tbody></table></div> <div>Favorite Parts 5023-0271 Frit for 1290 Inline filter, 0.3 µm, 5/pk</div> <div>Save Cancel</div> | | | | | | | | | Enable | EMF Name | Current Value | Units | Limit Threshold | Warning % of Limit | Warning Threshold | <input type="checkbox"/> | Liquimeter (A) | 0 | L | 70 | 80% | 56 | <input type="checkbox"/> | Liquimeter (B) | 0 | L | 70 | 80% | 56 | <input type="checkbox"/> | Seal Wear (A) | 2 | None | 135000 | 80% | 108000 | <input checked="" type="checkbox"/> | Seal Wear (B) | 3 | None | 135000 | 80% | 108000 |
| Enable | EMF Name | Current Value | Units | Limit Threshold | Warning % of Limit | Warning Threshold | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Liquimeter (A) | 0 | L | 70 | 80% | 56 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Liquimeter (B) | 0 | L | 70 | 80% | 56 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | Seal Wear (A) | 2 | None | 135000 | 80% | 108000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> | Seal Wear (B) | 3 | None | 135000 | 80% | 108000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Purge Valve Filter | Reset | Pump | G1312B-DE43618028 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | UV Lamp | | UV based detector | G1315D-DE64259888 | EMF | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div><input type="checkbox"/> Enable Schedule-based Alert Consumable Alert Interval: Due 12 Months after last service Warning Alert: Send 1 Months before scheduled service date <input checked="" type="checkbox"/> Enable EMF-based Alert</div> <div><table border="1"><thead><tr><th>Enable</th><th>EMF Name</th><th>Current Value</th><th>Units</th><th>Limit Threshold</th><th>Warning % of Limit</th><th>Warning Threshold</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>Accumulated UV Lamp On-Time</td><td>0</td><td>h</td><td>2000</td><td>80%</td><td>1600</td></tr></tbody></table></div> <div>Favorite Parts 2140-0592 Deuterium DAD Lamp G1315-68713 Cell Repair Kit Semi Micro</div> <div>Save Cancel</div> | | | | | | | | | Enable | EMF Name | Current Value | Units | Limit Threshold | Warning % of Limit | Warning Threshold | <input checked="" type="checkbox"/> | Accumulated UV Lamp On-Time | 0 | h | 2000 | 80% | 1600 | | | | | | | | | | | | | | | | | | | | | |
| Enable | EMF Name | Current Value | Units | Limit Threshold | Warning % of Limit | Warning Threshold | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input checked="" type="checkbox"/> | Accumulated UV Lamp On-Time | 0 | h | 2000 | 80% | 1600 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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Parts Management and Consumables Integration continued...

Easily manage / maintain laboratory wide “Master Parts” list...

The screenshot displays the Agilent CrossLab Smart Alerts web application. The top navigation bar includes the Agilent logo, 'CrossLab Smart Alerts' title, and user information (Hello, Rob, Language: English, Logout). The main navigation menu has tabs for SMART ALERTS, REMOTE ASSIST, PARTS, and ADMIN. The left sidebar shows 'System Favorites' with 'Master Parts List' highlighted. The main content area is titled 'Master Parts List' and contains a table of parts. A modal dialog titled 'Add Master Part' is open, showing fields for Part Number (G1315-68713), Description (Cell Repair Kit - Semi Micro), and Item Notes. The dialog has 'Add' and 'Cancel' buttons. In the top right of the parts list area, there are buttons for '+ Add', 'Edit', and '- Delete', along with a search bar.

| Part Number | Description | |
|-------------|--|--------------------|
| 5191-4341 | Filter membrane, Nylon 47 mm, pore size 0.20 µm | |
| 5191-4338 | Filter membrane, Nylon 47 mm, pore size 0.45 µm | |
| 5191-4339 | Filter membrane, PTFE, 47 mm, pore size 0.20 µm | |
| 5191-4340 | Filter membrane, Regenerated Cellulose 47 mm, pore size 0.20 µm | |
| 5067-1562 | Frit, 4.6 mm, 0.2 µm, stainless steel, PEEK-encap | |
| 01090-68702 | Filter assembly, in-line, low dispersion, 2.1 mm, 2 | |
| 5023-0271 | Frit for 1290 In-line filter, 0.3 µm, 5/pk | |
| 5067-1551 | Filter assembly, in-line, 2.1 mm, 0.2 µm, max 600 bar, 3 frits, 0.12 x 70 mm connecting capillary, SST | |
| G1314-60101 | InfinityLab long-life deuterium VWD lamp, with RFID tag | |
| 01100-68003 | Agilent 1100 Stay-Fit maintenance pack for G1312A pump, G1313A/G1329A autosampler, and... | |
| 01100-68001 | Agilent 1100 Stay-Fit maintenance pack for G1310A/G1311A pump, G1313A/G1329A... | |
| 5067-4800 | Cap kit 2 pos/10 port micro valve, 600 bar | |
| 5062-2484 | Seal wash gasket, 6/pk | |
| 5190-6158 | InfinityLab Poroshell 120 Aqueous Method Development Kit, 4.6 x 50mm, 2.7 µm | use this for lab A |
| 5188-5324 | Agilent 1100 Series Fast LC 4.6 mm ID Column Kit-DAD | |
| 2140-0590 | Deuterium DAD Lamp | None |
| 2140-0591 | Deuterium DAD Lamp | none |
| 2140-0592 | Deuterium DAD Lamp | none |

Page 1 of 1 | Records per page: 20 | 1 to 18 of 18

Parts Management and Consumables Integration continued...

Capability to order Consumables” directly in Smart Alerts UI

The screenshot shows the 'Export Parts List' page in the Agilent CrossLab Smart Alerts application. The left sidebar contains 'System Favorites' with 'Master Parts List' and 'Export Parts List' (highlighted with a red box). The main content area has a search bar and a table of parts lists. The table has columns 'List Name' and 'Notes'. The 'Demo' list is highlighted with a red box. Below the table, there is a pagination bar showing 'Page 1 of 1' and 'Records per page: 20'.

| List Name | Notes |
|-------------------|---------------------------------------|
| Demo | Demo |
| Weekly Parts List | Required for weekly maintenance needs |
| QC Parts List | Required for all QC instruments |
| Annual Parts List | All parts consumed on a yearly basis |

The screenshot shows the 'Export Parts List: Demo' page in the Agilent CrossLab Smart Alerts application. The left sidebar contains 'System Favorites' with 'Master Parts List' and 'Export Parts List'. The main content area has a search bar and a table of parts. The table has columns 'Quantity', 'Part Number', and 'Description'. The 'Demo' list is highlighted with a red box. Below the table, there is a pagination bar showing 'Page 1 of 1' and 'Records per page: 20'. A red box highlights the 'Export List' button and a dropdown menu with options 'Send List to Agilent.com' and 'Save List to File'.

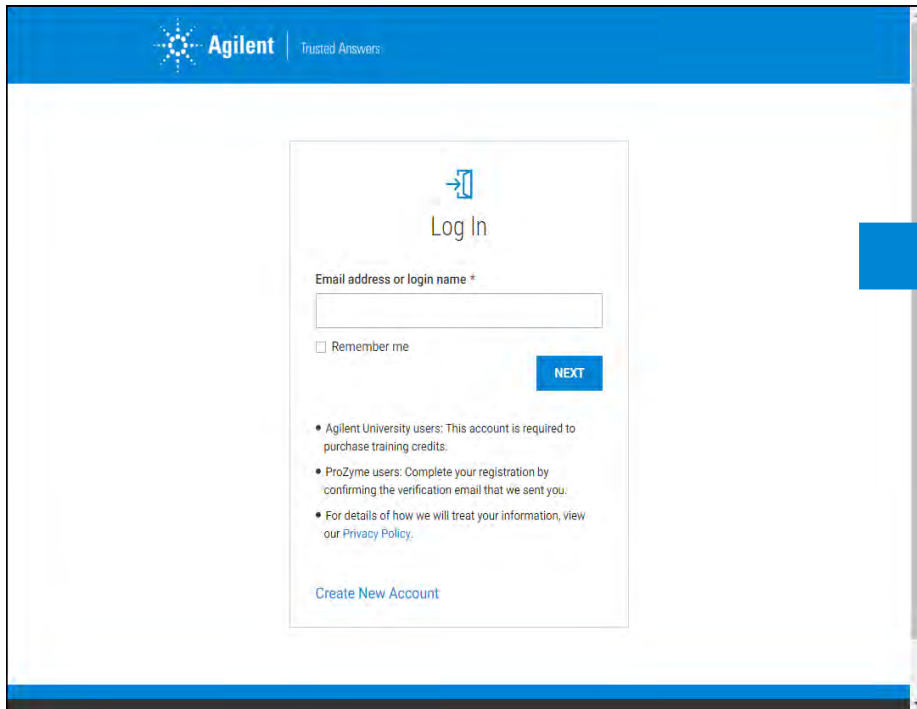
| Quantity | Part Number | Description |
|----------|-------------|---|
| 2 | 5067-1562 | Frit, 4.6 mm, 0.2 µm, stainless steel, PEEK-encapsulated, for use with p/n 5067-1553, 10/pk |
| 1 | 5191-4340 | Filter membrane, Regenerated Cellulose 47 mm, pore size 0.2 µm, 100/pk |
| 3 | 01090-68702 | Filter assembly, in-line, low dispersion, 2.1 mm, 2 µm, 2 frits, SST |
| 4 | G1315-68713 | Cell Repair Kit - Semi Micro |

Export Parts:

- Instrument Specific and/or
- Whole Lab Lists

Parts Management and Consumables Integration continued...

Directly from Smart Alerts to Agilent.com, for registered internet connected customers, into prepopulated Ready-To-Use checkout carts.



Agilent | Trusted Answers

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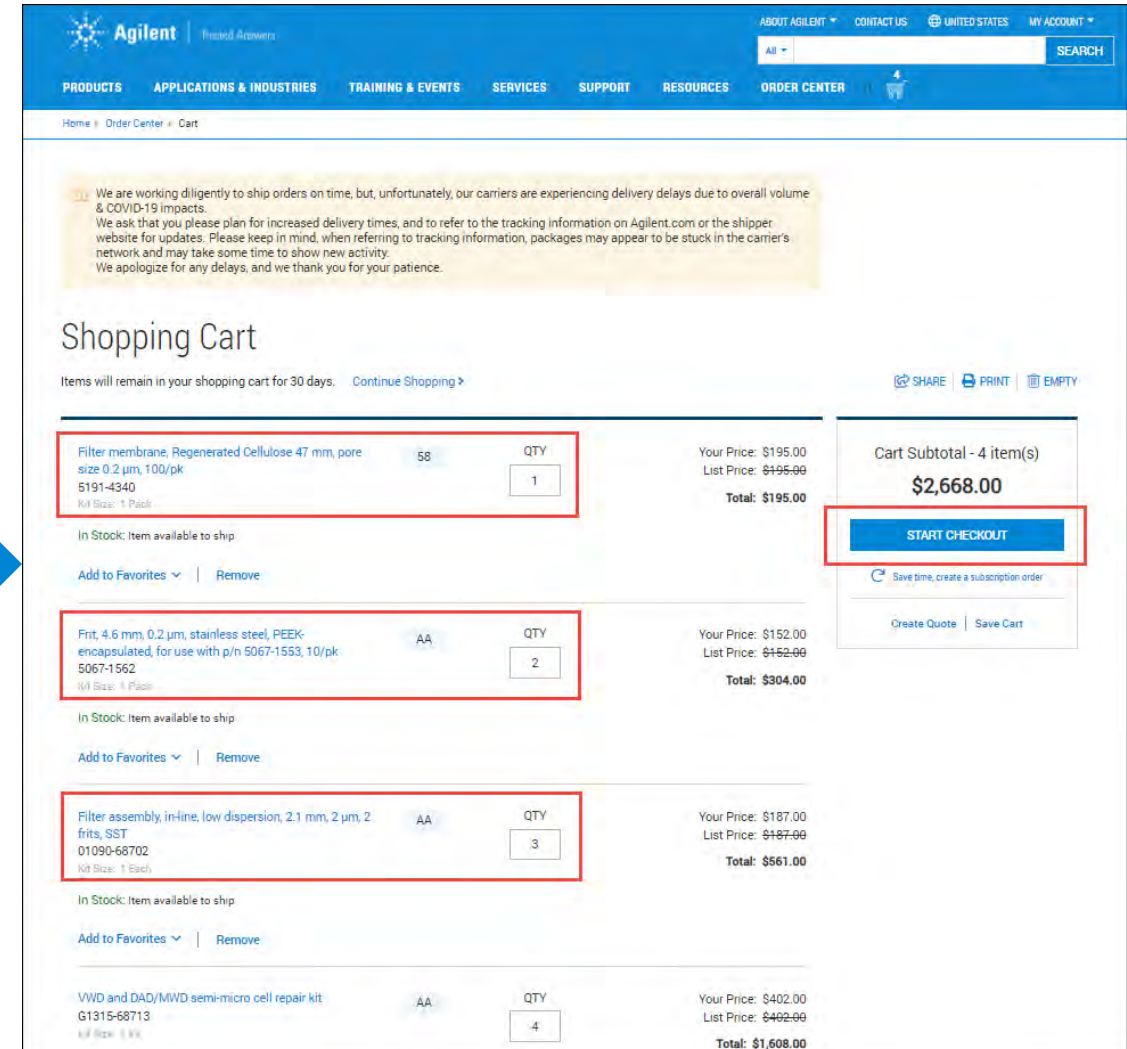
NEXT

• Agilent University users: This account is required to purchase training credits.

• ProZyme users: Complete your registration by confirming the verification email that we sent you.

• For details of how we will treat your information, view our [Privacy Policy](#).

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Agilent | Trusted Answers

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PRODUCTS | APPLICATIONS & INDUSTRIES | TRAINING & EVENTS | SERVICES | SUPPORT | RESOURCES | ORDER CENTER

Home > Order Center > Cart

We are working diligently to ship orders on time, but, unfortunately, our carriers are experiencing delivery delays due to overall volume & COVID-19 impacts. We ask that you please plan for increased delivery times, and to refer to the tracking information on Agilent.com or the shipper's website for updates. Please keep in mind, when referring to tracking information, packages may appear to be stuck in the carrier's network and may take some time to show new activity. We apologize for any delays, and we thank you for your patience.

Shopping Cart

Items will remain in your shopping cart for 30 days. [Continue Shopping >](#)

[SHARE](#) [PRINT](#) [EMPTY](#)

| | | | |
|--|----|----------|--|
| Filter membrane, Regenerated Cellulose 47 mm, pore size 0.2 µm, 100/pk 5191-4340 Kit Size: 1 Pack | 58 | QTY 1 | Your Price: \$195.00 List Price: \$195.00 Total: \$195.00 |
| In Stock: Item available to ship | | | |
| Add to Favorites Remove | | | |
| Frit, 4.6 mm, 0.2 µm, stainless steel, PEEK-encapsulated, for use with p/n 5067-1553, 10/pk 5067-1562 Kit Size: 1 Pack | AA | QTY 2 | Your Price: \$152.00 List Price: \$152.00 Total: \$304.00 |
| In Stock: Item available to ship | | | |
| Add to Favorites Remove | | | |
| Filter assembly, in-line, low dispersion, 2.1 mm, 2 µm, 2 frits, SST 01090-68702 Kit Size: 1 Pack | AA | QTY 3 | Your Price: \$187.00 List Price: \$187.00 Total: \$561.00 |
| In Stock: Item available to ship | | | |
| Add to Favorites Remove | | | |
| VWD and DAD/MWD semi-micro cell repair kit G1315-68713 Kit Size: 1 Kit | AA | QTY 4 | Your Price: \$402.00 List Price: \$402.00 Total: \$1,608.00 |

Cart Subtotal - 4 item(s)
\$2,668.00

[START CHECKOUT](#)

[Save time, create a subscription order](#)

[Create Quote](#) | [Save Cart](#)

Parts Management and Consumables Integration continued...

Via .csv file – for upload to Agilent.com [Order Center Bulk Upload](#) facility - for SAP registered non internet connected customers.

The screenshot illustrates the workflow for uploading a parts list to the Agilent Order Center. It features three main components:

- Agilent CrossLab Smart Alerts Interface:** The top section shows the 'PARTS' tab selected. A table titled 'EXPORT PARTS LIST Demo' lists four items:

| Quantity | Part Number | Description |
|----------|-------------|---|
| 1 | 5191-4340 | Filter membrane, Regenerated Cellulose 47 mm, pore size 0.2 µm, 100/pk. |
| 2 | 5067-1562 | Frit, 4.6 mm, 0.2 µm, stainless steel, PEEK-encapsulated, for use with p/n 5067-1553, 10/pk |
| 3 | 01090-68702 | Filter assembly, in-line, low dispersion, 2.1 mm, 2 µm, 2 frits, SST |
| 4 | G1315-68713 | Cell Repair Kit - Semi Micro |

- Microsoft Excel:** A window titled 'ExportPartsList_Demo.csv...' shows the same data from the CrossLab table. The file name 'ExportPartsList_Demo' is highlighted with a red box.
- Agilent Order Center:** The 'Bulk Upload' section is active. It includes a 'DOWNLOAD TEMPLATE FILE' button and an 'UPLOAD' button. A note states: 'We have updated our template file. Please be sure to download the newest version.' Below this, there is a file selection area with a 'Choose File' button and the text 'No file chosen'.

Blue arrows indicate the flow of data: from the CrossLab table to the Excel file, and from the Excel file to the Order Center Bulk Upload interface.

Parts Management and Consumables Integration continued...

Additional functionality embedded in maintenance & fault email alert notifications

System maintenance notification
Smart Alerts

Agilent
CrossLab
From Insight to Outcome

Dear Rob O'Neill,

This is an automated alert* to notify you of current and future maintenance required for your laboratory systems.
*this message is sent from an unmonitored email address

To order Agilent parts, go to: <https://www.chem.agilent.com/store>.
To schedule a preventative maintenance, or other service, go [here](#).

Maintenance Status Summary

| System Name | Maintenance Past Due | | Upcoming Maintenance | |
|-------------|----------------------|------------|----------------------|------------|
| | PM | Consumable | PM | Consumable |
| LC iap-11 | | X | | |
| newus pp-20 | | X | | |

System Details

LC iap-11

System Type:
LC System

Modules:
BinPump SL
Model: G1312B
S/N: DE43618028

ALS
Model: G1329A
S/N: DE64770867

TCC
Model: G1316A
S/N: DE63073062

DAD
Model: G1315D
S/N: DE64256888

UV Lamp **past due**

UV based detector
Model: G1315D S/N: DE64256888

Last performed on: 01-Dec-2019
Next Replacement due by: 01-Dec-2020
Replacement schedule: Every 12 months

| EMF | Current Value | Limit | Progress |
|--|---------------|-------|----------|
| Instr EMF: Accumulated UV Lamp On-Time | 3087 | 2000 | 154% |

Favorite Parts
2140-0590 Deuterium DAD lamp

Add ALL favorite parts for system LC iap-11 to Agilent cart

[Order consumables here](#)

[back to summary](#)

System fault notification
Smart Alerts

Agilent
CrossLab
From Insight to Outcome

Dear Robert ONEILL,

This is an automated alert* to notify you of fault conditions for one or more of your laboratory systems.
*this message is sent from an unmonitored email address

To order Agilent parts, go to: <https://www.chem.agilent.com/store>.
To schedule a service & repair, go [here](#).

Demo GC

System Type:
GC System

Modules:
8000 Gas Chromatograph
Model: G3950A
S/N: US19240001

Autoinjector Module
Model: G4513A
S/N: CN23456789

Time
30-Jun-2020 09:19:55 AM

Fault Information
Description: HeadSpace: Inconsistent Firmware
Fault Code:
HEADSPACE_HEADSPACE_OCM_MISMATCH

Autoinjector Module Model: G4513A S/N: CN23456789

No Faults

[back to summary](#)

frequency of receiving these emails, log into your Smart Alerts account and update your notification settings in

or need assistance, please contact your lab administrator or customerware_ireland@agilent.com

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To order Agilent parts, go to: <https://www.chem.agilent.com/store>.
To schedule a preventative maintenance, or other service, go [here](#).

Order consumables [here](#)

Export parts directly to A.com

29

March 25, 2021

Agilent

System Summary Report

Agilent CrossLab Smart Alerts Data-driven instrument maintenance

Hello, Rob Language: English Logout

SMART ALERTS REMOTE ASSIST PARTS ADMIN

Systems Dashboard

Systems Registered: 8 # Connected: 7 # Disconnected: 1 # Not Enabled: 0

Show: ☒ All Systems ☐ Enabled Systems

+ HTML Export System Summary Report Find

| System Name | Fault Status | Maintenance Status | Consumables Status | System Type | Last System Contact | Building | Room | Notes |
|---------------------|--------------|--------------------|--------------------|----------------|-------------------------|----------|------|-------|
| lc iap-11 | 0 | 0 | 0 | LC System | 10-Sep-2020 10:14:15 AM | | | |
| nexus pp21 | 0 | 0 | 0 | GC System | 14-Sep-2020 11:36:22 AM | | | |
| 7890a | 0 | 0 | 0 | GC System | 14-Sep-2020 11:34:03 AM | | | |
| WAD LC | 0 | 0 | 0 | LC System | 14-Sep-2020 11:34:47 AM | | | |
| RID LC_iap-01 | 0 | 0 | 0 | LC System | 14-Sep-2020 11:27:46 AM | | | |
| 5900 ICP-OES | 0 | 0 | 0 | ICP-OES System | 14-Sep-2020 11:36:14 AM | | | |
| 5110 ICP-OES System | 0 | 0 | 0 | ICP-OES System | 14-Sep-2020 11:36:08 AM | | | |
| 5800 ICP-OES | 0 | 0 | 0 | ICP-OES System | 14-Sep-2020 11:35:18 AM | | | |

Page 1 of 1 Records per page: 20 1 to 8 of 8

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External Sender - Use caution opening files, clicking links, or responding to requests.

System summary report
Smart Alerts

Agilent CrossLab
From Insight to Outcome

Dear Rob O'Neill,

This report is a summary of notification history for faults, preventive maintenance and consumables for your laboratory systems.
**this message is sent from an unmonitored email address*

Smart Alerts System Summary - 03 August 2020 to 10 August 2020

Fault Status History

| System Name | Total | Resolved | Unresolved |
|-------------|-------|----------|------------|
| nexus pp21 | 2 | 2 | 0 |

Systems with no faults during the period: 5

Preventive Maintenance History

| System Name | Upcoming | Past Due | Resolved | Unresolved |
|------------------|----------|----------|----------|------------|
| nexus pp21 | 1 | 0 | 0 | 1 |
| 1260_1290 mix LC | 0 | 1 | 0 | 1 |

Systems with no Preventive Maintenance alerts during the period: 4

Consumables History

| System Name | Upcoming | Past Due | Resolved | Unresolved |
|-------------|----------|----------|----------|------------|
| nexus pp21 | 1 | 2 | 0 | 3 |

Systems with no Consumable alerts during the period: 5

To order Agilent parts, go to: <https://www.chem.agilent.com/store>.
To schedule a preventative maintenance, or other service, go [here](#).

To stop or change the frequency of receiving these emails, [log into your Smart Alerts account](#) and update your notification settings in your profile.

If you have any questions or need assistance, please contact your lab administrator or lisa_na_remotediag@agilent.com

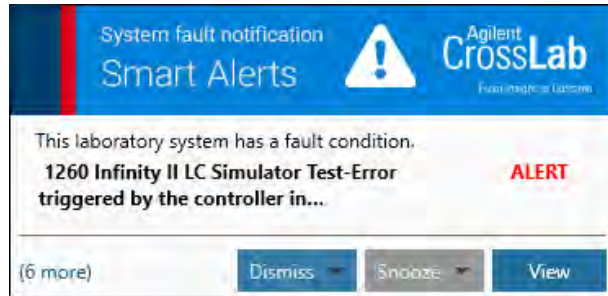
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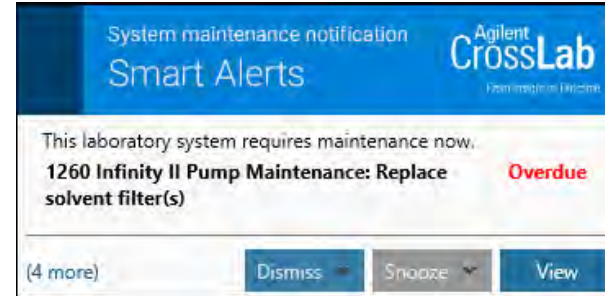
Desktop Notifications

Fault + Maintenance Alerts direct to end-user

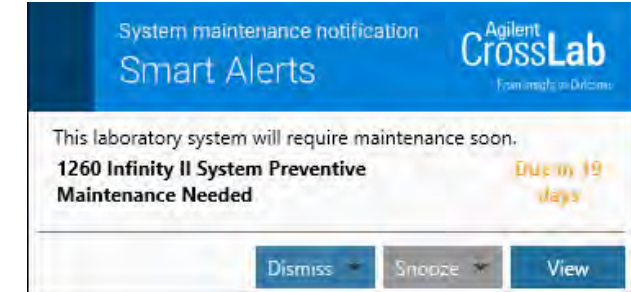
Fault Alert:



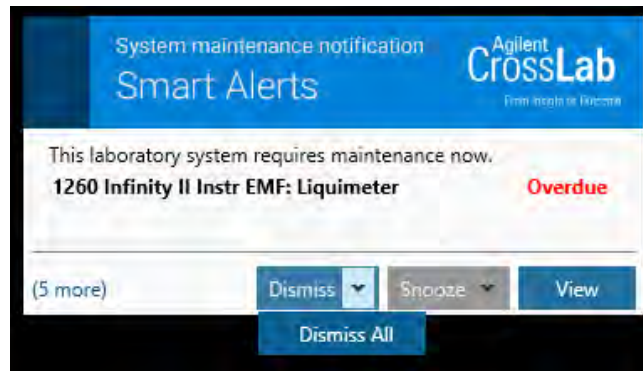
Consumable Alert:



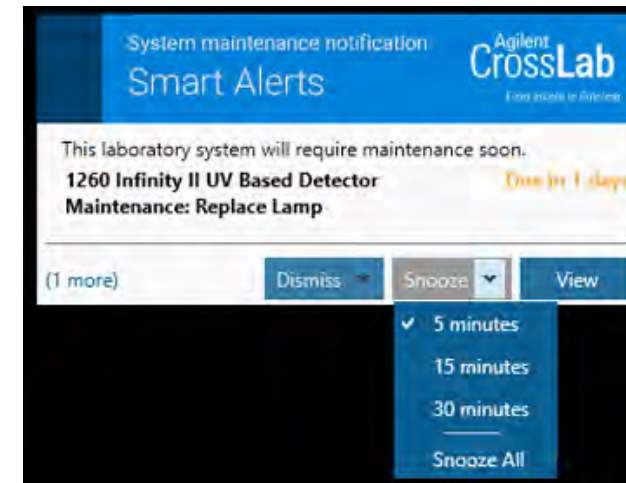
Upcoming PM Warning:



EMF over limit – ‘Dismiss All’ option:



Consumable warning – Snooze time's and ‘Snooze All’ options:



What Does the Future Look Like?



Here's what we support NOW...



Agilent 7890 A/B GC
and SQ GC/MS systems



Agilent Intuvo 9000 GC
and SQ GC/MS systems



Agilent 8860 GC
and SQ GC/MS systems



Agilent 8890 GC
and SQ GC/MS systems



Agilent Infinity and Infinity II
1260 LC systems



Agilent Infinity and Infinity II
1290 LC systems



Agilent ICP-OES
5100, 5110, 5800, 5900 systems

Here's what we plan to support in the FUTURE...



- ✓ Atomic Spectroscopy
 - ICP-MS
- ✓ User Interface Enhancements
 - License Management
 - Request / Re-schedule a PM
 - Dashboard Customization / Filtering
- ✓ LCMS
 - SQ, TQ and TOF
- ✓ Infinity Bioinert LC
- ✓ Next Gen. Headspace
- ✓ Mobile Friendly Smart Alerts
- ✓ GCMS QQQ
- ✓ Parts Management Enhancements
- ✓ Remote Assist Enhancements
- ✓ and much more....



Agilent CrossLab

From Insight to Outcome