

Agilent CrossLab Start Up Services

Agilent Gen5 Software and LogPhase 600 App Site Preparation 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.

Correct site preparation is the key first step in ensuring that your instruments and software systems operate reliably over an extended lifetime. This document is an **information guide and checklist** prepared for you that outlines the supplies, space, and utility requirements for the system set up in your lab.

Introduction

Customer Information

- If you have questions or problems in providing anything described as part of *Customer Responsibilities* below, please contact your local Agilent or partner support / service organization for assistance prior to delivery. In addition, Agilent and/or its partners reserve the right to reschedule the installation dependent upon the readiness of your laboratory.
- Should your site not be ready for whatever reasons, please contact Agilent as soon as possible to re-schedule any services that have been purchased.
- Other optional services such as additional training, operational qualification (OQ), and consultation for user-specific applications may also be provided at the time of installation when ordered with the system but should be contracted separately.

Customer Responsibilities

Ensure that your site meets the following specifications before the installation date. For details, see specific sections within this checklist, including:

- The necessary laboratory or bench space is available.
- The required **environmental conditions for the lab**.
- The **power requirements** related to the product (e.g., **number & location** of electrical outlets).
- The **required operating supplies** necessary for the product and installation.
- While Agilent is delivering **Installation and Introduction** services, users of the instrument should be present throughout these services; otherwise, they will miss important operational, maintenance, and safety information.
- Please consult the **Special Requirements and Other Considerations** section below for other product-specific information.

Important Customer Web Links

- To access Agilent training and education, visit <http://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?** [Flexible Repair Options | Agilent](#)
- Technical Support e-mail is bio.tac@agilent.com.

Site Preparation

Special notes

- If you have purchased a system including hardware instrumentation, refer to the instrument Site Preparation Checklist for requirements regarding laboratory bench space requirements.

Minimum System Requirements for Gen5 Software and the LogPhase 600 Application

Specification Description	Comments
Processor type and speed	Pentium III-Class PC (or compatible) processor (500MHz or higher)
Memory	1 GB RAM or higher
Hard Drive	2 GB Hard Drive available space or higher
Monitor	Minimum screen resolution is 1440 x 900.
Keyboard/Mouse	
Operating System	64-bit version of Windows 10 Professional (or equivalent)
Microsoft Excel	Microsoft Excel 2007 or later
USB Port	USB Port and the FTDI driver

* Please note that Excel compatibility may change based on the version of the software being used.

Service Engineer Review (Optional)

Service Engineer Comments

If the Service Engineer completed a review of the Site Preparation requirements with the customer, the Service Engineer should complete the following Comments section. Both the Service Engineer and the customer should complete the Site Verification section below.

If there are any specific points that should be noted as part of performing the service review or other items of interest for the customer, please write in this box.

Site Preparation Verification

Service Request Number:

Date of Review:

Service Engineer Name:

Customer Name:

Service Engineer Signature:

Total number of pages in this document: