

Startup Service Checklist

Purpose of Service

This service is to ensure that the Agilent 2100 bioanalyzer system is correctly installed in the customer's facility. Correct installation is the first step in ensuring that the instrument and system operate reliably over an extended lifetime.

The service comprises a basic system familiarization including running ladder or marker of a previously determined assay.

Customer Responsibilities

The customer should ensure that the installation site is prepared in accordance with the specifications contained in the site & safety manual and that the necessary LabChip Kit, reagents and supplies and laboratory equipment such as pipettes, pipette tips, vials, centrifuge and RNase Zap (for RNA assays) are available. A customer representative should be present at all times during the installation.

- Check if applicable

System Installation - Optional Part

- Unpack the PC, PC accessories, monitor, printer, cables, IKA vortexer & priming station
- Check and change if necessary the voltage setting of the PC.

System Setup

- Verify that all components were included with the shipment. In addition, check all components for damage. Record any missing or damaged items on the installation report.
- Set up the system in an appropriate location and in accordance with the Installation and Safety manual.
- Record all serial numbers (instrument, computer, and monitor) below and on the installation report.

PC SN # _____

Monitor SN# _____

Instrument SN# _____

System Introduction

- Briefly describe
 - Microfluidics technique
 - Separation technique
 - User info structure (online-help)
 - Available assays and applications
 - How to properly setup chip priming station
 - How to properly setup IKA vortexer
 - How to start PC and how to log in

Hardware Familiarization

- Briefly describe
 - System components, accessories and their use
 - Instrument status indicator - LED color & instrument status
 - How to exchange cartridge
 - Available spare parts
 - Connection type (RS 232)

Hardware Maintenance & Troubleshooting

- Make customer aware of Maintenance & Troubleshooting Guide

- Describe lens maintenance

DNA, RNA Protein Assays

- Describe cartridge cleaning
- Show proper use of electrode cleaner (350 µl)
- Apply chip priming station seal test
- Show how to adjust base plate of chip priming station
- Show how to adjust syringe clip
- Show how to use IKA vortexer

Cell Assay

- Describe how to vacuum/ pressure adapter of cartridge - do not remove filter!
- Explain that it is important to remove liquid a silicone gasket of adapter after each run

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Hardware Diagnostic

- Explain hardware diagnostic tests and their importance for system support

Software Familiarization

- Explain which files to be sent to Agilent service & support in case of troubleshooting and where to find these files
- Start and on-line session and
 - Open/close lid -> icon change
 - Go through and explain all menu items
 - Explain how to customize and save assays

Assay Familiarization

- Provide latest application notes and Lab-on-a-Chip website URL
- Record selected assay:

- Walk customer through assay protocol and point out importance of "Good Laboratory Practices" hints

DNA, RNA Protein Assays

- For DNA, RNA and Protein assays, prepare and do a chip run with ladder or marker as samples in accordance with assay protocol
- Change analytical software settings
 - Peak find settings
 - Upper/Lower Markers (where appropriate)

Cell Assay

- For cell assays, prepare cell chip and run beads of checkout kit as samples
- Change analytical software settings
 - Histogram Tab
 - Dot Blot Tab
- Demonstrate print out Options
- Show how to troubleshoot applications (Symptoms - Cause - Solution) in **Maintenance & Troubleshooting Guide**

Warranty and Services

- Explain Warranty for
 - Instrument - 1 year exchange
 - Software - 1 year software updates and phone support
 - PC & Printer - 1 year on-site repair plus 2 years return for repair
 - Accessories - 1 year replacement warranty
 - Application - phone support
- Explain Services for
 - Life Science bundle 8 includes HW, SW and PM)
 - PC & Printer - 1 year on-site repair plus 2 years return for repair
 - IQ and OQ/PV services
 - Application – consulting (operational) service

By signing and dating the document verifies that the service was successfully delivered at the customer site.

Agilent Representative
Print Name:

Signature Date

Customer Representative
Print Name:

Signature Date

Service Completed