Your GC Productivity Roadmap

The best outcomes start with Agilent CrossLab new instrument resources

We're Here to Help You Succeed

When it comes to adding new instruments to the lab, no two experiences are quite the same. What's more, a shortage of time and staff can make it difficult to implement new technologies to their fullest potential.

Get on the fast track to better outcomes with Agilent CrossLab new instrument services. Our engineers can help you accelerate productivity as you welcome your new acquisition.

Agilent CrossLab
From Insight to Outcome

Your Agilent CrossLab team can show you how to:

– Benefit from productivity-boosting innovations.

– Minimize workflow disruption.

– Drive important outcomes in lab productivity.

– Maximize operational efficiency.

How Do I Use This e-Book?

The resources you need at every stage of your new instrument journey are just a click away

Plan for your system's arrival, and gain the knowledge you need to maximize uptime and accuracy. To instantly access literature, webinars, videos, and more, simply choose one of these topics, or use the navigation bar at the bottom of the page.

» **Choose your instrument**
Select the right configuration and create an implementation plan.

» **Prepare for delivery**
Explore ways to make the transition to your new instrument productive.

» **Install your new system**
Get primed for the latest technology and get to know your new lab asset.

» **Begin system operations**
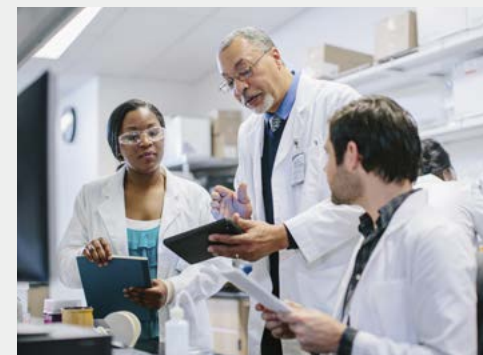Quickly move from first run to production-level activity.

» **Optimize your workflow**
Make the most of your system and reach new levels of analytical confidence.

» **Maximize your return on investment**
Check out the ways that Agilent can partner with you for years to come.

Agilent Community: connect, collaborate, and share insights

The **Agilent Community** is an online resource for helping each other succeed. It's the best place to seek your colleagues' help with applications, instruments, and more—and to find in-depth content about topics relevant to your analysis.

Choose Your Instrument

We recommend starting with the hardware and software configuration—including a customized implementation plan to make your new instrument a natural part of your lab. Budget concerns? Agilent Financial Solutions can help you bring the right instrument into your lab.

Find the right instrument and supplies

Learn more about Agilent GC and GC/MS instruments.

🌐 GC product page

🌐 GC/MS product page

Order from our full range of chromatography supplies.

🌐 Agilent online store

Use our quick reference guides to determine compatible supplies.

📄 Top Supplies to Optimize Your Intuvo GC/MS Workflow

📄 Top Supplies to Optimize Your GC Workflow

📄 Top Supplies to Optimize Your GC/MS Workflow

Create your implementation plan

Choose your CrossLab Start Up pathway.

📄 CrossLab Start Up flyer

Prepare now for preventive maintenance, software troubleshooting, or service.

– Extended warranty is available for some instruments, talk to your sales representative for details.

🌐 Agilent CrossLab service plans

Get compliant and minimize your audit risk.

🌐 Lab compliance services

🌐 Custom compliance consulting

Consider budget-friendly options

Acquire your next instrument without the capital expenditure.

🌐 Agilent Financial Solutions

Get Agilent quality at an affordable price.

🌐 Agilent certified pre-owned instruments

Prepare for Delivery

Great—you've ordered your instrument. Now, prepare your space and your team to make the introduction run smoothly.

Set up your Agilent account

Read your welcome letter. You will receive a customized welcome letter with key information about your order and what to expect.

Create an Agilent.com account—your one-stop resource for all your Agilent information.

🌐 [Create your account](#)

Watch your email inbox for information about the My Order portal. Through it, you will be able to review your order, track shipments, see site preparation checklists, and more.

Prepare your site

Follow the site preparation checklists for your instrument or software.

📄 [Agilent 7890 GC](#)

📄 [Agilent 8860 GC](#)

📄 [Agilent 8890 GC](#)

📄 [Agilent Intuvo 9000 GC](#)

📄 [Agilent 5977 Series MSD](#)

📄 [Agilent 7000 Series GC/TQ](#)

📄 [OpenLab](#)

Note: The My Order portal, along with your Agilent field service engineer, may have specific site preparation information for your configuration.

Train your staff

Build your team's confidence and skills. Our GC system courses will prepare everyone in your lab for when your Agilent field service engineer arrives.

🌐 [GC system courses](#)

Get online, in-classroom, or onsite training for instrument operation, maintenance, and troubleshooting.

🌐 [Agilent University](#)

Install Your New System

Let Agilent handle your instrument unboxing and initial setup with our installation service. We can also help you and your team get to know your new instrument. Be sure to review all the documentation—electronic and paper—that accompanies your new system.

For instrument installation

Download and review the installation guides, user manual, and other support documents.

- Agilent 7890 GC
- Agilent 8860 GC
- Agilent 8890 GC
- Agilent Intuvo 9000 GC
- Agilent 5977 Series MSD
- Agilent 7000 Series GC/TQ
- OpenLab

We encourage you to be present during installation, so you can learn more about your new system.

For consumables installation

Review best practices for installing GC columns and supplies.

- Tips for better GC connections
- Agilent J&W GC column installation guide
- Choose the correct connections

Stock up on consumables to get through your first 100 runs.

- Agilent 7890, 8860, and 8890 GC consumables list
- Agilent Intuvo 9000 GC consumables list
- Agilent 7000 Series GC/TQ consumables list
- Agilent 5973, 5975, and 5977 Series GC/MSD consumables list

For getting acquainted

– Your Agilent field engineer will use an introduction checklist to review key information about ownership, operations, maintenance, and troubleshooting.

– Introduction services are also provided during this overview. All material is accessible anytime, and is hosted free of charge on Agilent University.

Begin System Operations

Moving from instrument installation to reliable results is a journey, and Agilent can help you every step of the way.

First Run Assist

Build on the basics and get grounded in operations on your method.

Your Agilent field service engineer can guide you through an initial sample introduction, operating the instrument and viewing a basic report. Gain confidence with your new system and ask questions as they arise.

A helping hand

The Agilent Community is the place to collaborate on Agilent products and applications, find in-depth documents and videos, and develop professional relationships.

🌐 Agilent Community

Support documents and expert help are just a few clicks away.

🌐 Agilent Resource Center

🌐 Technical support

Self-paced training

Agilent University learning paths give you a logical, sequential route to learning and operating your system.

▶ Agilent Intuvo 9000 GC with OpenLab CDS

▶ Agilent 7890 Series GC with OpenLab CDS

▶ Agilent 8860 GC with OpenLab CDS

▶ Agilent 8890 GC with OpenLab CDS

▶ Agilent Intuvo 9000 GC with OpenLab CDS ChemStation Edition

▶ Agilent 8890 GC with OpenLab CDS ChemStation Edition

▶ Agilent 8860 GC with OpenLab CDS ChemStation Edition

▶ Agilent 7890 Series GC with OpenLab CDS ChemStation Edition

▶ Agilent 5977 GC/MSD with MassHunter Workstation

▶ Agilent 7000 Series GC/TQ

Optimize Your Workflow

Improve system performance, ensure better results, and process more samples without unplanned maintenance and recalibration.

Fine-tune your flow path

Ensure a reliably inert GC flow path for higher sensitivity, accuracy, and reproducibility.

🌐 Agilent Inert Flow Path solutions

Determine if you need an inlet liner, and which liner is right for your sample transfers.

🌐 Selecting the right inlet liner

Choose the column that will give you optimal performance.

🌐 Selecting the right column

🌐 GC column selection tool

Improve your method and applications

Partner with Agilent CrossLab leaders in application theory to maintain, optimize, implement, or develop your workflows to their fullest potential.

🌐 Agilent CrossLab method and applications development

Connect your lab

Be automatically notified when it's time to replace consumables or schedule maintenance.

🌐 Smart Alerts software

Simplify, optimize, and transform every lab operation—from inventory management to asset monitoring.

🌐 Agilent CrossLab Enterprise Services

Do you have a centralized lab or shared facilities? Streamline your resource reservation, equipment access control, cost tracking, and more.

🌐 iLab operations software

Maximize Your Return on Investment

Congratulations. Your Agilent system will be with you for many years to come. To continue making the most of your investment, check out these options and resources.

Instrument repair

When an instrument breaks down, choose the most flexible option to get your lab up and running again.

🌐 On-demand repair services

Get your instrument covered for maintenance, repairs, time-and-materials costs, and more.

🌐 Agilent CrossLab service plans

See how Agilent preventive maintenance can yield 24% fewer repairs, 31% lower repair costs, and 2.4 fewer days of downtime per year.

📄 Preventive maintenance

Ownership resources

Instrument problem? View information about troubleshooting, maintenance, applications, and more.

🌐 Troubleshooting resources

Identify potential compliance risk exposure for your analytical instruments.

🌐 Lab compliance risk assessment guide

Learn more about putting GC intelligence to work in your lab with the Agilent Intuvo, 8890 and 8860 GC Systems.

🌐 GC intelligence

Educational opportunities

Properly trained staff members improve lab performance. Agilent University offers a range of educational options—from on-demand videos (including free content) to custom, hands-on training at your site.

🌐 Train with Agilent University

Look for upcoming Agilent seminars and user group meetings in your area. We also look forward to meeting you at industry trade shows and symposiums.

🌐 Agilent live

View on-demand webinars on many topics.

▶ Agilent webinars

CrossLab Services to Keep Your Lab Productive and Compliant

Compliance and qualification

Focus on your science and reduce your regulatory risk. To maintain a functioning laboratory, you must ensure ongoing regulatory qualification and compliance. Agilent CrossLab compliance services—including functional verification and repair qualification—can help you be confident that your equipment and processes conform.

Agilent University

Develop team performance and advance your lab's goals, one skill at a time. Agilent University offers flexible learning opportunities that help you run samples faster, apply cutting-edge techniques, and minimize instrument downtime through maintenance and troubleshooting.

CrossLab service plans

Enhance productivity, control costs, and enable everyone—regardless of skill level—to achieve excellent results. Plans cover Agilent and non-Agilent instruments, and can help your lab reduce downtime, produce reliable data, and keep your operations running smoothly.

Choose your instrument »   Prepare for delivery »   Install »   Begin operations »   Optimize workflow »   Maximize ROI »

Find a local Agilent customer center in your country:
www.agilent.com/chem/contactus

U.S. and Canada
1-800-227-9770
agilent_inquiries@agilent.com

Europe
info_agilent@agilent.com

Asia Pacific
inquiry_lsca@agilent.com

Agilent

Trusted Answers