

Your InfinityLab HPLC 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 Ebook?



Resources for 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.

» [Prepare the sample](#)

Successfully prepare your samples and reach new levels of analytical confidence.

» [Optimize your workflow](#)

Improve system performance and ensure better results.

» [Maximize your return on investment](#)

Check out the ways that Agilent can partner with you for years to come.

**Get answers. Share insights.
Build connections.**



Find answers and insights in the [Agilent Community](#), which is more than 10,000 members strong. There, you can review curated support materials, ask questions, and get notified about new resources relevant to your work.

Choose Your Instrument



We recommend starting with the right hardware and software to make your new instrument a natural part of your lab.

Configure the right system

Discover Agilent InfinityLab HPLC instruments.

- [Select by technology](#)
- [Select by application](#)
- [Configure your virtual HPLC system](#)
- [Explore InfinityLab Bio LC solutions](#)
- [Discover InfinityLab LC solutions](#)

Order from our full range of chromatography supplies and standards.

- [Agilent online store](#)
- [Biopharma LC columns and consumables](#)
- [Chemical standards](#)
- [HPLC supplies and accessories](#)
- [Small molecule LC columns](#)

Learn more about Agilent chromatography software.

- [OpenLab CDS](#)
- [OpenLab ChemStation](#)
- [MassHunter](#)

Create your implementation plan

Choose your CrossLab Start Up pathway.

- [CrossLab Start Up flyer](#)

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

- [Agilent CrossLab services and portfolio plans](#)
- [Warranty terms](#)

– Talk to your sales representative about **enhanced extended warranty**, available for certain instruments.

Get compliant and minimize your audit risk.

- [Lab compliance consulting](#)
- [Custom validation services](#)

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 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. It lets you review your order, track shipments, see site preparation checklists, and more.

Prepare for delivery

Follow the site preparation instructions for your instrument or software.

[📄 Agilent InfinityLab LC](#)

[📄 Agilent 1220 Infinity/Infinity II LC](#)

[📄 Agilent InfinityLab Preparative HPLC](#)

[🌐 OpenLab CDS](#)

[🌐 OpenLab ChemStation EZChrom](#)

[🌐 MassHunter](#)

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

Train your staff

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

The link to Learning Paths includes different Agilent systems at the top of the page. Find your system and click on the system link. The Learning Path for that system will appear at the bottom of the page.

[🌐 Agilent University Learning Paths](#)

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

[🌐 Agilent education](#)














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 manuals, and other support documents.

-  [Agilent 1220 Infinity II LC system](#)
-  [Agilent 1260 Infinity II Quaternary LC system](#)
-  [Agilent 1260 Infinity II Binary LC system](#)
-  [Agilent 1260 Infinity II Prime LC system](#)
-  [Agilent 1260 Infinity II Bio-inert LC system](#)
-  [Agilent 1290 Infinity II LC system](#)
-  [Agilent 1290 Infinity II Bio LC system](#)
-  [Agilent 1290 Infinity II 2D-LC Solution](#)
-  [InfinityLab LC Method Development Solutions](#)
-  [Agilent InfinityLab Online SPE Solution](#)
-  [OpenLab CDS](#)
-  [OpenLab ChemStation](#)
-  [OpenLab ChemStation EZChrom](#)

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

For consumables installation

Review best practices for the installation and use of LC columns and supplies.

-  [LC columns](#)
-  [Bio LC columns](#)

For getting acquainted

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

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

Gain confidence with your new system and get your questions answered as they arise. Your Agilent field service engineer can guide you through an initial sample introduction, instrument operation, and report viewing.

[!\[\]\(a03a7eb2f4046e1d3c76772003e549ea_img.jpg\) CrossLab Start Up First Run Assist](#)

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.

[!\[\]\(3e2231b1ad3ca8da8658228c00dd08e0_img.jpg\) Agilent Community](#)

[!\[\]\(5361750c22c4e047a52f4eac1ec2d4cc_img.jpg\) Agilent Knowledge Portal](#)

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

[!\[\]\(4fe57c3593bf1b21d272ae7ac8dfaf77_img.jpg\) Agilent Resource Center](#)

[!\[\]\(0d5ec72f61334709c3fc9450209b754f_img.jpg\) Technical support](#)

[!\[\]\(b792654f2cef9719eabeb6c5be00811e_img.jpg\) Troubleshooting guide](#)

Safety first: Learn how to create a healthy, ergonomic, and sustainable lab environment.

[!\[\]\(2bae76de5ebbd5c4d7d47162f1673734_img.jpg\) Health and safety aspects in an HPLC workflow](#)

Training options

Available courses from Agilent University provide easy access to the training needed to understand and operate your new system.

[!\[\]\(28f72b996fc97883dfd9d4e8b1b16b4e_img.jpg\) Agilent Infinity LC Series OpenLab CDS ChemStation for 3D Operators](#)

[!\[\]\(5d954b3e270654ad8ab0d5913161c03c_img.jpg\) Agilent Infinity Series HPLC with OpenLab Essential and Advanced Operation](#)

[!\[\]\(aff7c69c44a5e015f18c35867ef3f5c3_img.jpg\) Agilent Infinity I and II Series Troubleshooting and Maintenance](#)

[!\[\]\(c15650232aa6660c9deb34f3b82dcb72_img.jpg\) LC column educational webinar series](#)






Prepare the Sample



Great results begin with successful sample preparation. It extends column lifetime, reduces rework, and minimizes interferences that can jeopardize your separation, detection, and quantification.


Sample preparation techniques

Reliably extract and concentrate samples from complex matrices.

-  [Filtration Makes All the Difference](#)
-  [Techniques for Avoiding Unexpected Problems in LC and GC Analysis](#)
-  [Sample preparation catalog](#)
-  [InfinityLab preparative LC columns brochure](#)
-  [Preparative LC primer](#)








Sample preparation selector tools

From phospholipid removal to QuEChERS to SPE – we'll help you find the right product for your application.

-  [Find the right separation technique for your workflow](#)

Be Agilent sure of your biologic's critical quality attributes

Agilent AdvanceBio columns are designed and produced to provide results you can be sure of when analyzing highly complex biotherapeutics.





-  [Bio LC columns for CQA analyses](#)
 -  [Biocolumns CQA application compendium](#)
-
- Agilent now also offers several sample preparation options for N-glycans to support your LC/FLD, LC/MS, and CE workflows.
-  [Glycan preparation and analysis tools](#)
 -  [AdvanceBio Gly-X N-glycan prep kit with InstantPC kit](#)
 -  [AdvanceBio Gly-X N-glycan prep kit with 2-AB Express kit](#)
 -  [AdvanceBio sialic acid profiling and quant kit](#)
 -  [Labeled and unlabeled glycobiochemistry standards and libraries](#)

Optimize Your Workflow








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

Know the keys to LC excellence



-  [Unstable solvents best practices](#)
-  [1290 Infinity II Bio LC best practices](#)
-  [Agilent LC system best practices](#)
-  [Calibration reference materials](#)

Select consumables suitable for your application. Save time and effort identifying the right products for your application.

-  [Agilent Resource Center](#)
-  [HPLC columns selector tool](#)
-  [Bio LC columns selector tool](#)
-  [Autosampler vials selector tool](#)
-  [HPLC supplies](#)

Improve your method, applications, and reporting

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

-  [Agilent CrossLab method and applications development](#)
-  [Focused solutions](#)

OpenLab software reporting tools and training


-  [OpenLab CDS Reporting technical note](#)
-  [OpenLab CDS reporting](#)
-  [OpenLab CDS reporting templates](#)

Connect your lab

Receive automatic notifications 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

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

[!\[\]\(339a16584d5da0f0a3ca4e9ec17bf6a1_img.jpg\) 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.

[!\[\]\(de95854c7ee024cfadc48187bbb781b2_img.jpg\) Preventive maintenance](#)

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

[!\[\]\(6059a5aa8b4ca7bb793408023d6c6e42_img.jpg\) On-demand repair services](#)

Ownership resources

Instrument problem? View information about troubleshooting, maintenance, applications, and more by accessing the Agilent Community and the Agilent Knowledge Portal.

[!\[\]\(9c2e8d1b5bd77cb5c9f83b7a9cff79fd_img.jpg\) Agilent Community](#)

[!\[\]\(e3275251d0893157c3584e20c81dc3ba_img.jpg\) Agilent Knowledge Portal](#)

[!\[\]\(f60b7a900783ac3fd531bfd9c111be6d_img.jpg\) Troubleshooting guide](#)

Identify potential compliance risk exposure for your analytical instruments.

[!\[\]\(235bfe13ebf007ce2eea9e689707fac7_img.jpg\) Lab compliance risk assessment guide](#)

Diagnose your LC system

[!\[\]\(83bbbd261710c59db0214aa27b2edc0d_img.jpg\) Lab Advisor](#)

[!\[\]\(166772600a13ad0a433053f90fe45649_img.jpg\) Firmware](#)

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.

[!\[\]\(f507db636256ac11a5525ef93ec6b8d7_img.jpg\) Agilent education and training](#)

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.

[!\[\]\(066cb4a00c9d9f40edb6f87372ec6f08_img.jpg\) Agilent events](#)

View on-demand webinars on many topics.

[!\[\]\(b9742ff0bb3da904abeeee81c2bcb456_img.jpg\) Agilent webinars](#)

[!\[\]\(26cddea01ddf7f002af4ba779c4999ee_img.jpg\) AdvanceBio webinar series](#)

[!\[\]\(b78e2d0769ad682766c36e077fde3d60_img.jpg\) LC column educational webinar series](#)



CrossLab Services Keep Your Lab Productive and Compliant

Compliance and qualification

Labs are increasingly outsourcing their compliance tasks to save time and maximize efficiency. Agilent CrossLab Compliance Services—including operational and repair qualification—give you confidence that your equipment and processes conform. Rely on our Network Distributed ACE platform to simplify deployment and preserve data integrity, while enabling paperless electronic reports and signatures. Most importantly, you'll also be confident that you are audit ready.

Agilent University

Agilent University offers flexible, cost-effective training options to help you plan, prioritize, and manage lab resources. Your team will gain insights for boosting efficiency and minimizing downtime. Plus, you can choose the training format that suits you best—including in person, virtual, and online.

CrossLab service plans

Maintain instrument performance with Agilent CrossLab service plans—available for both Agilent and non-Agilent instruments. They enable your lab to reduce downtime, produce accurate, reliable data, and comply with industry regulations. Select plans also cover preventive maintenance, which is proven to lower repair costs and save days of downtime each year.



Reliable, efficient, and always innovating for your best result

You can rely on Agilent InfinityLab LC instruments, columns, and supplies to deliver rugged quality and robust analytical results. But our promise to you does not stop there. Every component of the Agilent InfinityLab family is designed to work together to help you improve your workflow, increasing efficiency and reducing operational costs.

Learn more about InfinityLab:

www.agilent.com/chem/infinitylab

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

DE85284777

This information is subject to change without notice.

© Agilent Technologies, Inc. 2022
Published in the USA, January 24, 2022
5994-4470EN

