

Smart Alerts

Usage-driven instrument maintenance



Introducing Usage-Driven Instrument Maintenance

With Smart Alerts software from Agilent, you'll know exactly when to replace consumables or schedule preventive maintenance.

The software combines usage data from your instruments with what we learn from evaluating instruments under different operating conditions over time.

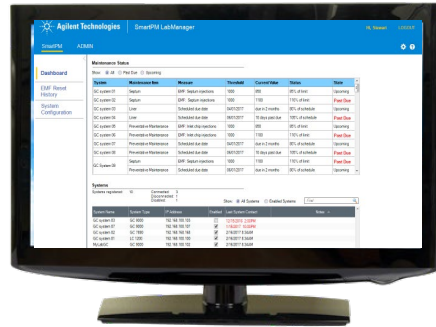
Let our Smart Alerts software do the tedious tracking for you. Eliminate guesswork.

Benefits

- More timely maintenance
- Less downtime
- Maximum instrument performance



CrossLab Connect Smart Alerts: Easy As One, Two, Three



Install the software on any PC in your lab



It compares usage data from instruments across your laboratory against application-specific insights from Agilent



When recommended limits are reached, it sends you an email notification

Tested Application Areas – Gas Chromatography:



Environmental



Food safety



Forensic



Chemical and Energy



Pharmaceutical

Smart Alerts Dashboard - Early Maintenance Feedback Settings

Set preventive maintenance alerts

- Use Default
- Adjustable based on experience

Select from the wide range of available consumable alerts

Back to Dashboard > System: 7890B

SYSTEM 7890B

Model 7890B

Settings imported from: Agilent GC 7890B Environmental, v 1.0.02 (26 Dec 2018) [Reset Settings](#)

Settings last modified on: 30-Jul-2019 09:31 AM

Last System Contact: 30-Jul-2019

Preventive Maintenance Alert [EDIT](#)

Last PM performed on: 23-Aug-2018 Next PM due by: 23-Aug-2019

EMF-based alerts are enabled

Component	EMF Name	Current Value	Units	Warning Threshold	Limit Threshold	EMF Progress
Instrument	InstrumentRunCount	7353	Count	6400	8000	91%

Consumable Alerts

Show: All Consumables Enabled Consumables Show Only Active EMF

Enabled	Active	Consumable	Component	Alert Type	Scheduled Due Date	EMF Progress
+ <input type="checkbox"/>	<input checked="" type="checkbox"/>	Septum	Front Inlet			
+ <input type="checkbox"/>	<input checked="" type="checkbox"/>	Liner	Front Inlet			
+ <input type="checkbox"/>	<input checked="" type="checkbox"/>	Split Vent Trap	Front Inlet			
+ <input type="checkbox"/>	<input checked="" type="checkbox"/>	Septum	Back Inlet			
+ <input type="checkbox"/>	<input checked="" type="checkbox"/>	Liner	Back Inlet			
+ <input type="checkbox"/>	<input checked="" type="checkbox"/>	Split Vent Trap	Back Inlet			
+ <input type="checkbox"/>	<input checked="" type="checkbox"/>	Needle	Front Injector			
+ <input type="checkbox"/>	<input checked="" type="checkbox"/>	Syringe	Front Injector			
- <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Column	Column 1	EMF		91%

Enable Schedule-based Alert

Consumable Alert Interval: Due Months after last service

Warning Alert: Send Months before scheduled service date

Enable EMF-based Alert

Enable	EMF Name	Units	Current Value	Limit Threshold	Warning % of Limit	Warning Threshold
<input checked="" type="checkbox"/>	Injections	Injections	776	2500	80%	2000

[Save](#) [Cancel](#)

Agilent Insights

- Templates based on Agilent instrument and application knowledge
- Use as a starting point and customize to your own application

Choose between usage and calendar based alerts

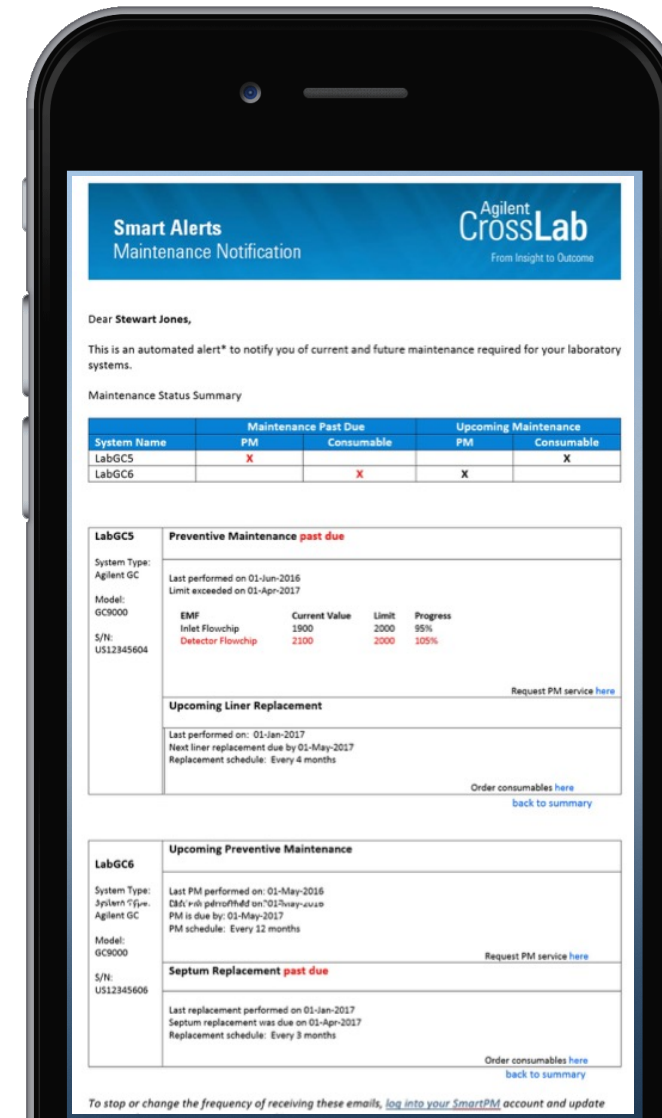
Smart Alerts Emails Consolidate Data From All Connected Instruments

CrossLab Connect *Smart Alerts*

Receive alerts for

- Preventive maintenance
- Consumable replacement
- “Past due” and “Upcoming” recommended actions

Links for easy ordering are included



Smart Alerts Email Detail

Dear John Smith,
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	X	
7890B	X			
AQ 134		X		

System Details

7890A System Type: GCMS System Modules: ALS Sample tray Model: G4514A S/N: CN91300158 7693A Autoinjector Module Model: G4513A S/N: CN10370023 7890A Gas Chromatograph Model: G3440A S/N: CN11251028	Liner - Front Inlet 13 days past due Last performed on: 08-Jul-2018 Next Replacement due by: 22-Jul-2018 Replacement schedule: Every 14 days Order consumables here Preventive Maintenance Last performed on: 15-Aug-2017 Next PM due by: 15-Aug-2018 (in 11 days) PM schedule: Every 12 months Request PM service here back to summary
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7890B System Type: GCMS System Modules: ALS Sample tray Model: G4514A S/N: CN16170027 7693A Autoinjector Module Model: G4513A S/N: CN16170050 7890B Gas Chromatograph Model: G3440B S/N: CN16253065	Preventive Maintenance 34 days past due Last performed on: 01-Jul-2017 Next PM due by: 01-Jul-2018 PM schedule: Every 12 months <table border="1"> <tr> <td>EMF</td> <td></td> <td></td> <td></td> </tr> <tr> <td>InstrumentRunCount</td> <td>Current Value</td> <td>Limit</td> <td>Progress</td> </tr> <tr> <td></td> <td>23068</td> <td>25000</td> <td>92%</td> </tr> </table> Request PM service here back to summary	EMF				InstrumentRunCount	Current Value	Limit	Progress		23068	25000	92%
EMF													
InstrumentRunCount	Current Value	Limit	Progress										
	23068	25000	92%										

AQ 134 System Type: GC System Modules: ALS Sample tray Model: G4514A S/N: CN16290007 7693A Autoinjector Module Model: G4513A S/N: CN10290026 9000 Gas Chromatograph Model: G3950A S/N: CN16111000	Liner - Inlet 1 Last performed on: 07-Jul-2019 <table border="1"> <tr> <td>EMF</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Inlet 1 - Liner Injections</td> <td>Current Value</td> <td>Limit</td> <td>Progress</td> </tr> <tr> <td></td> <td>253</td> <td>600</td> <td>42%</td> </tr> </table> Order consumables here back to summary	EMF				Inlet 1 - Liner Injections	Current Value	Limit	Progress		253	600	42%
EMF													
Inlet 1 - Liner Injections	Current Value	Limit	Progress										
	253	600	42%										

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 lscs_na_remotediag@agilent.com

Links for easy transactions

- Parts ordering
- Preventive maintenance service requests

Summary overview of all active alerts across the lab

Receive alerts for:

- Preventive maintenance.
- Consumable replacement.
- “Past due” and “Upcoming” recommended actions.

Details grouped by instrument in a single email

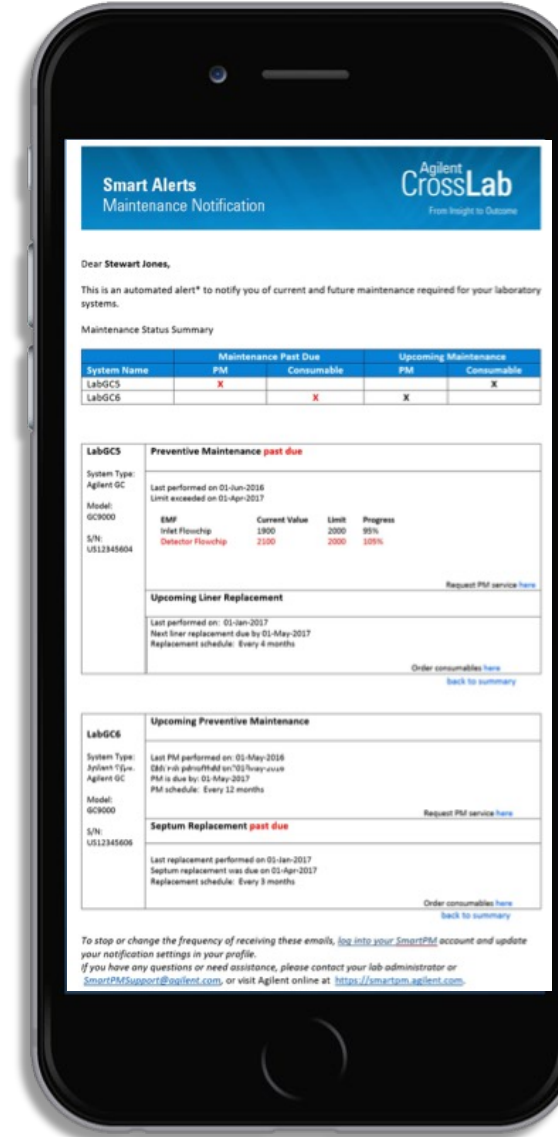
You Decide What To Do Next

Consumables

- Replace them as you normally would

Preventive maintenance

- If you have an Agilent service agreement that includes preventive maintenance, call Agilent to schedule your service
- If not, you may consider purchasing on-demand preventive maintenance from Agilent for your instrument



What Does the Future Look Like?

Smart Alerts is expanding to other instruments

- Agilent Infinity I/II LC systems
- Agilent LC/MS, spectroscopy systems and more

The software will apply alerts for other system diagnostics

- Predictive alerts for failure of critical instrument components
- Evaluation of chromatographic attributes and others



Questions?

Ready to take the first step?

We can help you get installed today.

