



Agilent Technologies, Inc.
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800-227-9770 telephone
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IMPORTANT SAFETY NOTIFICATION

Please forward this to the appropriate personnel within your organization.

Dear Valued Customer,

Agilent has identified a safety issue affecting the 8890, 8860, and Intuvo 9000 Gas Chromatography instruments which may result in a potential burn injury or fire hazard when used in a particular configuration for automated inlet maintenance procedures set forth below. When using H₂ carrier gas during certain automated inlet maintenance procedures, a hazardous condition may result in an invisible flame exiting the gas chromatography instrument which may lead to a potential burn injury or fire hazard. Agilent has developed new instrument Firmware to address this situation.

You may continue to use your instrument. However, if you are using the GC in the configuration specified, **you should not initiate the automated inlet maintenance procedures identified below in Table 1**. As described more fully under **Corrective Action**, Agilent will send a service representative to install the new Firmware, or you may install it yourself.

Automated Inlet Maintenance Procedures and GC Configuration

The 8890, 8860 and Intuvo 9000 Gas Chromatography instruments can utilize various automated inlet maintenance procedures such as changing a septa or liner. These automated procedures take the user through the steps needed to carry out each specific task. After these tasks are performed, the inlet is purged with carrier gas to eliminate any air present in the injection port and column. Table 1 below describes the combination of the affected inlet maintenance procedures and GC Configuration that may lead to the hazardous condition.



Table 1 – Automated Inlet Maintenance Procedures and GC Configuration

Affected Automated Inlet Maintenance Procedures:

- Replace Septum
- Replace Liner
- Replace O-ring
- Replace Gold Seal (bottom)
- Clean Inlet
- Replace Guard Chip
- Trim Column

And

Affected GC Configuration:

1. **Hydrogen** for carrier gas
- And -
2. Split/splitless (S/SI), Multi-mode inlet (MMI), Purged-packed (PP), Programmed Temperature Vaporizer (PTV), or Cool-on-column (COC) **inlet**
- And -
3. Flame Ionization **Detector** (FID)
- And -
4. A low restriction **column** as defined in Table 2 that connects the inlet to the FID

If a low restriction column (see table 2 below) is installed, high flows can be delivered through the column. If the carrier gas used is hydrogen and the end of the column is connected to a FID and the FID is lit during the purging step, then this high flow will produce an invisible hydrogen flame that may extend beyond the FID.

Table 2 – Low restriction columns

Column internal diameter (mm)	Column length (m)
0.53	Any length
0.45	< 40
0.32	<10
0.25	< 4
0.20	< 2
0.18	<1
0.15	< 0.5
0.10	< 0.1

Affected Firmware

All Firmware versions prior to 2.5.0.258. Firmware 2.4.x and earlier require updating. Firmware versions 2.5.0.258 and newer are not affected by this notification and do not require updating for this issue. To determine the Firmware version for your GC, please follow the steps in Appendix 1 below.



Corrective Action

Agilent has created new instrument Firmware that addresses this potential condition. Upon your request, Agilent will schedule a field service representative to visit your site to perform the Firmware update. This will be provided to you free of charge.

Alternatively, you may update the Firmware yourself. In order to update the Firmware, a separate program (Firmware Update Utility) is needed. The Firmware and the Firmware Update Utility are available free of charge at:

<https://www.agilent.com/en/support/gas-chromatography/gc-systems/gc-firmware-update>

The GC Firmware page provides instructions for how to download and use the Update Utility in several languages. Along with these instructions the page contains the Firmware needed for each product along with a Firmware Bulletin containing information regarding what has been changed with each Firmware release.

Continued use of 8890, 8860, and Intuvo 9000 instruments

You may continue to use your instrument. However, if you are using the GC with the configuration set forth in Table 1 above, **you should not initiate the automated inlet maintenance procedures identified above in Table 1** until the Firmware has been updated.

QR Codes for contacting Agilent

Please scan the QR code below for more information and to schedule a Firmware update as desired.



www.agilent.com/chem/gcfwupdate

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Agilent Technologies

Agilent is committed to providing high-quality products. It is highly recommended that you either promptly schedule the Firmware update or install it yourself. Your confirmation of receipt of this notice is critical. Please use the QR code or the URL above to provide your response. We request that you please respond within 2 weeks of receipt of this letter to have a service representative contact you to schedule a service visit.

July Wen

A handwritten signature in black ink, appearing to read 'July Wen' in a cursive style.

Associate Vice President, GPSD Quality

Agilent Technologies, Inc.

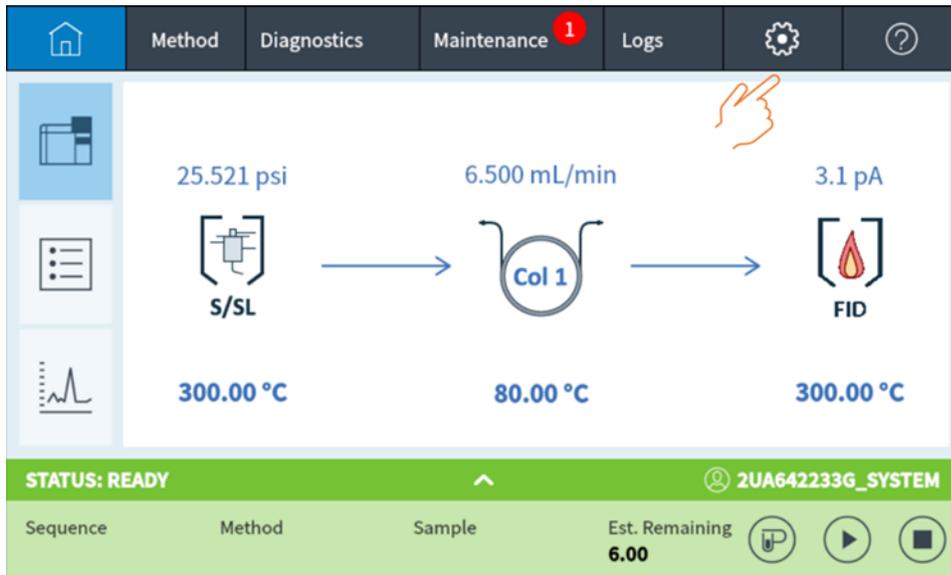


Appendix 1

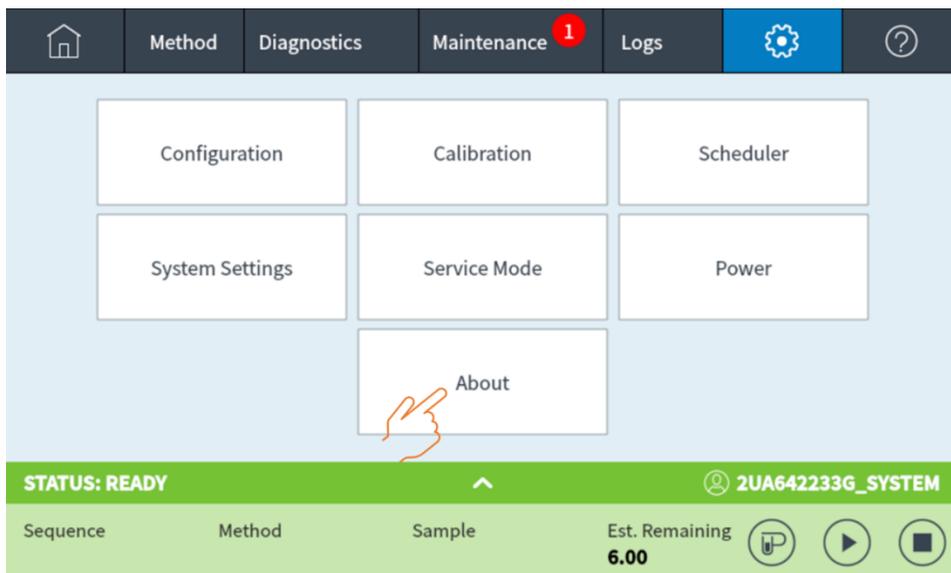
How do I find my Firmware version?

For 8890 and Intuvo 9000

From the Local User Interface, press the Gear icon in the top row (for older Firmware versions, this may be “Settings”).



In the Gear or Settings screen, press “About”.



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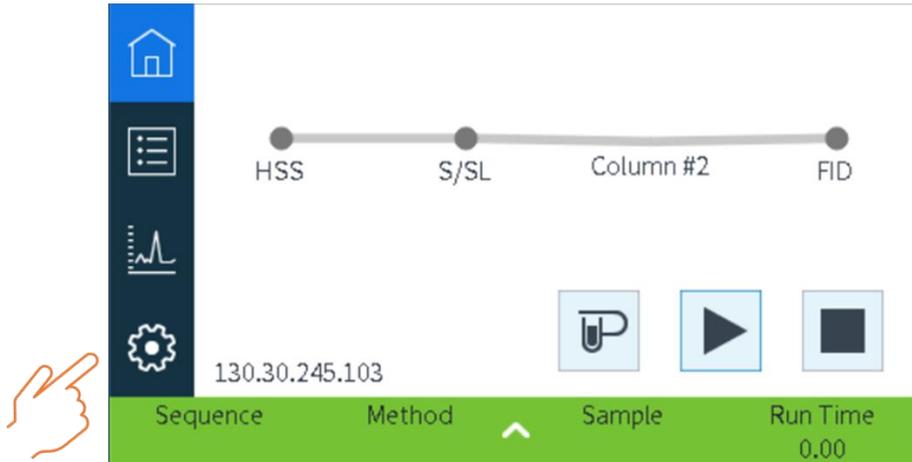


The Firmware version is shown here:

A screenshot of the 'About' settings page from an Agilent instrument. The page has a light blue header with navigation options: '< Settings', 'About', and 'Advanced Options' with a help icon. The main content area lists system information: 'Manufacturing Date 2018-06-06', 'Serial Number US18225004', and 'FW Revision 2.6.0.166'. The 'FW Revision' text is circled in orange. At the bottom, there is a green status bar with 'STATUS: READY', an upward arrow, and the system ID '2UA642233G_SYSTEM'. Below the status bar is a control panel with columns for 'Sequence', 'Method', 'Sample', and 'Est. Remaining 6.00', along with icons for a pause, play, and stop function.



For the 8860, from the Local User Interface, press the Gear icon.



Then press "About" and the Firmware version is shown in this screen.

