



Agilent Technologies, Inc.  
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www.agilent.com

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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 H<sub>2</sub> 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.

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### **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>

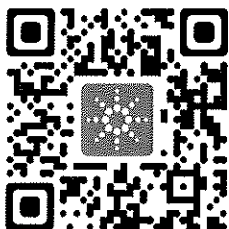
The GC Firmware page provides instructions for how to download and use the Update Utility in several languages. Along with these instructions the page contains the Firmware needed for each product along with a Firmware Bulletin containing information regarding what has been changed with each Firmware 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](http://www.agilent.com/chem/gcfwupdate)

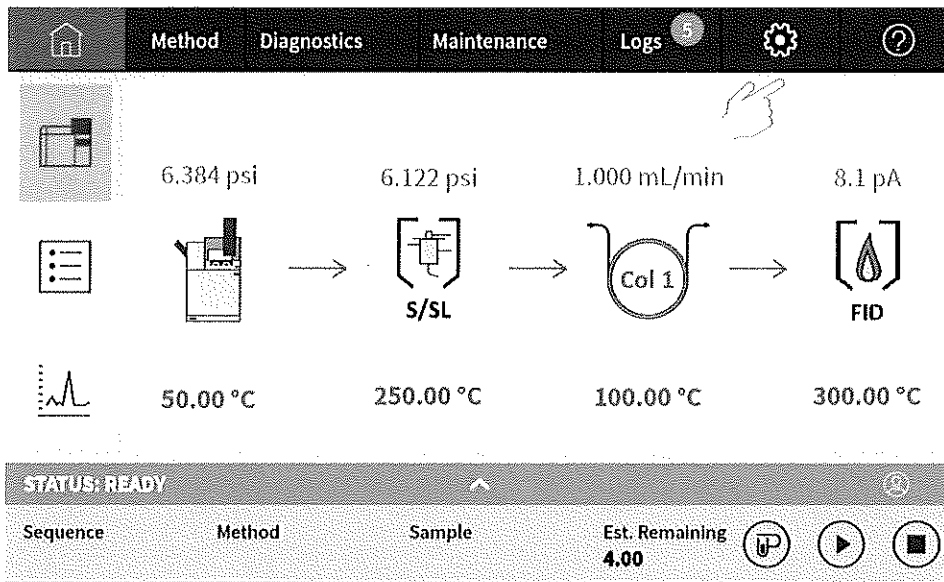


## Appendix 1

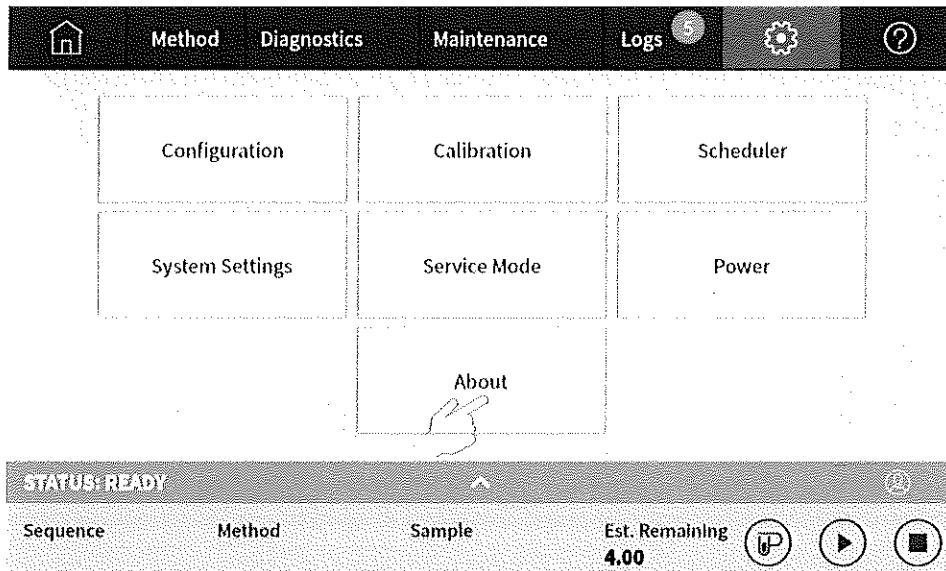
### How do I find my Firmware version?

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").

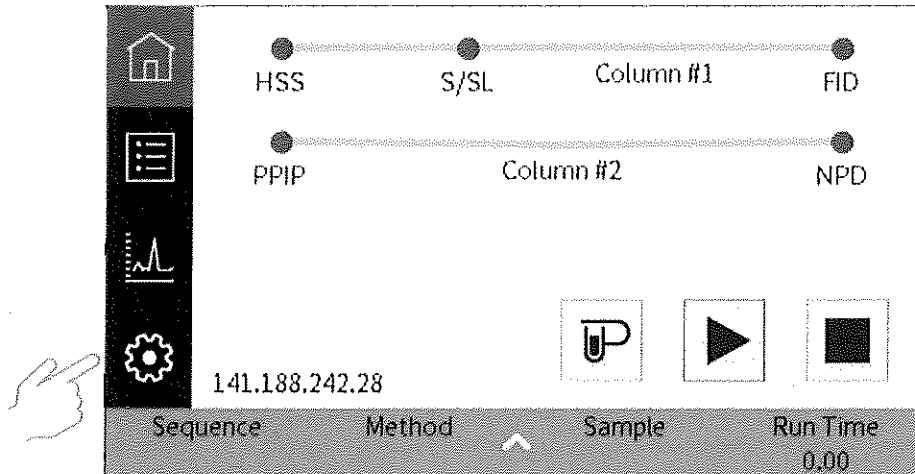


In the Gear or Settings screen, press "About".





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



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

