



Agilent Technologies Inc.
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 United States

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 Website: www.agilent.com/chem

Customer Contact:

City of Scottsdale
 7447 E Indian School Rd
 SCOTTSDALE AZ 85251-3922
 USA

TAX ID :

Patrick Kosecki
 pkosecki@scottsdaleaz.gov
 480-312-5284

Invoice To:

City of Scottsdale
 7447 E Indian School Rd
 SCOTTSDALE AZ 85251-3922
 USA

Delivery Site:

City of Scottsdale
 7447 E Indian School Rd
 SCOTTSDALE AZ 85251-3922
 USA

Location:

Room
Bldg
Lab
Dept

SERVICE REPORT

Customer Purchase Order Number:	Customer Number: 70003110
Service Request:	Service Request Date:
Service Order: 6001804064	Service Confirmation:

Direct Inquiries to:

Contact Name: Customer Contact Center
 Contact E-mail: soclosurerequest@agilent.com
 Contact Telephone: 800 227 9770 Option 3, 1 7648#
 Contact Fax: 1-302-993-5963

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Agilent Technologies Inc
 5301 Stevens Creek Blvd
 Santa Clara CA 95051
 United States

Federal Tax ID: 77-0518772

Beneficiary Bank: Bank of America
 SWIFT: BOFAUS3N
 Beneficiary Account: 12331-31561
 Beneficiary Name: Agilent Technologies Inc

ORIGINAL

Service Confirmation Number:

Service Confirmation Date: January 24, 2017

Service Instrument:

Model Number	Model Description	Serial Number	System Handle	Parent Asset
G4557A	7697A Headspace Sampler, 111 Vial	CN14160045	SYS-GC-7890-E	SYS-GC-7890-E

Service Items:

Item	Service/Part #	Description	Qty	Entitlement	Service Start	Service End
10	REPAIR	Repair	1.00	Free to customer, Gratis - Appr. Manager	12/09/2016	01/24/2017

Additional Information:

Service Information:

Problem Description: For FSE to account for time.		
Service Provided: The customer was experiencing high RSD's. I replaced gas lines in the HS ordered by another FSE and the customer ran samples and reported that RSD's are good now. Onsite date 12/9/16. This service report was generated at a later date as gratis service.		
Service Overview Code: Reason Code: Chromatography Issue Diagnosis Code: Mechanical Parts Failure Resolution Code: Replaced Parts Onsite		
Reported Hours: 2.0	Travel Hours: 1.0	
Customer Field Service Representative Name: Craig Jones	Customer Field Service Representative Signature: <i>Craig Jones</i>	Date: 1/24/17
Customer Name:	Customer Signature:	Date:
Additional Comments:		



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 480-312-5284

Invoice To:

Specialty Underwriters LLC
 9667 S 20th St
 OAK CREEK WI 53154-4931
 USA

SERVICE REPORT

Customer Purchase Order Number: 10182999	Customer Number: 70003110
Service Request: 8100964896	Service Request Date: August 03, 2016
Service Order: 6001519348	Service Confirmation:

Delivery Site:

City of Scottsdale
 7447 E Indian School Rd
 SCOTTSDALE AZ 85251-3922
 USA

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 United States

Federal Tax ID: 77-0518772

Beneficiary Bank: Bank of America
 SWIFT: BOFAUS3N
 Beneficiary Account: 12331-31561
 Beneficiary Name: Agilent Technologies Inc

ORIGINAL

Service Confirmation Number:

Service Confirmation Date: September 19, 2016

Service Instrument:

Model Number	Model Description	Serial Number	System Handle	Parent Asset
SYS-GC-7890-E	GC 7890 System Enhanced GC Features		SYS-GC-7890-E	
G4557A	7697A Headspace Sampler, 111 Vial	CN14160045	SYS-GC-7890-E	SYS-GC-7890-E
G3445B	7890 Series GC for Analyzers	US14173023	SYS-GC-7890-E	SYS-GC-7890-E

Service Items:

Item	Service/Part #	Description	Qty	Entitlement	Service Start	Service End
10	PIPM	Per-incident Preventive Maintenance	1.00	Trade	08/18/2016	08/18/2016
20	G4556-67011	7697A Standard PM Kit	1.00	Trade		
30	G1531-80560	Jet, Capillary Optimized, 0.29mm ID	2.00	Trade		
40	5188-6497	QuickPick Splitless Inlet/Vent PM Kit	2.00	Trade		

Additional Information:

Service Information:

Problem Description: Aug 2016 PM/ US14173023		
Service Provided: PM of GC and HS completed as per the respective PM checklists. All tests passed.		
Service Overview Code: Reason Code: Diagnosis Code: N/A Scheduled Service Resolution Code: Scheduled Service		
Reported Hours: 3.0	Travel Hours: 2.5	
Customer Field Service Representative Name:	Customer Field Service Representative Signature:	Date:
Customer Name:	Customer Signature:	Date:
Additional Comments:		



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 480 312 5284

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Specialty Underwriters LLC
 9667 S 20th St
 OAK CREEK WI 53154-4931
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SERVICE REPORT

Customer Purchase Order Number: 10152720	Customer Number: 70003110
Service Request: 8100462794	Service Request Date: July 16, 2015
Service Order: 6000760785	Service Confirmation:

Delivery Site:

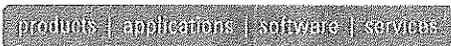
City of Scottsdale
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 Beneficiary Name: Agilent Technologies Inc

ORIGINAL

Service Confirmation Number:

Service Confirmation Date: August 24, 2015

Service Instrument:

Model Number	Model Description	Serial Number	System Handle	Parent Asset
SYS-GC-7890-E	GC 7890 System Enhanced GC Features		SYS-GC-7890-E	

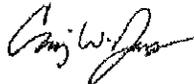
Service Items:

Item	Service/Part #	Description	Qty	Entitlement	Service Start	Service End
10	PIPM	Per-incident Preventive Maintenance	1.00	Trade	08/20/2015	08/20/2015
20	G4556-67011	7697A Standard PM Kit	1.00	Trade		
30	G1531-80560	Jet, Capillary Optimized,0.29mm ID	2.00	Trade		
40	5188-6496	QuickPick Split Vent + Inlet PM Kit	2.00	Trade		
50	G3188-27503	Ferrule, flexi, inert 0.53mm col 10/PK	1.00	Trade		

Additional Information:

Service Confirmation Number:
Service Confirmation Date: August 24, 2015

Service Information:

Problem Description: July'15 PM US14173023 &CN1416004		
Service Provided: Performed PM on gc and headspace. Replaced the gold seal, septum, split vent trap, liner, o-ring, transfer line, HS needle and HS sample loop.		
Service Overview Code: Reason Code: Diagnosis Code: N/A Scheduled Service Resolution Code: Scheduled Service		
Reported Hours: 3.00	Travel Hours: 1.00	
Customer Field Service Representative Name: Craig Jones	Customer Field Service Representative Signature: 	Date: 8/24/2015
Customer Name:	Customer Signature:	Date:
Additional Comments:		



7697A Headspace Sampler Preventive Maintenance Checklist – Standard

Agilent Preventive Maintenance provides factory recommended service for your analytical systems to assure reliable operation and the accuracy of your results. Delivered by highly-trained and certified service engineers using genuine Agilent parts and supplies, Agilent Preventive Maintenance provides everything you need to reduce unplanned downtime and keep your systems operating at their peak.

For more information about Agilent Technologies services please visit our web site using the following URL <http://www.chem.agilent.com/en-us/products/services/pages/default.aspx>

Customer Information

- Customers should provide all necessary operating supplies upon request of the engineer.
- A customer representative should be available to the engineer while performing the preventive maintenance procedures.
- Any parts, not included in the Parts Lists section of this document, are not part of the recommended Preventive Maintenance service, nor are they included in the price of this service.
- If a system requires the use of additional or special procedures and/or parts for the instrument service, then these must be ordered separately and charged as a repair, which may incur additional costs.

Service Engineer's Responsibilities

- Only complete/printout pages that relate to the system or module being serviced.
- Complete empty fields with the relevant information.
- Complete the relevant checkboxes in the checklist using a "X" or tick mark "✓" in the checkbox.
- Complete Not Applicable check boxes to indicate services not delivered, as needed.
- Complete the PM service in the order of the tasks listed.
- Complete the Service Review section together with the customer.
- **It is important to consult with the customer prior to a PM** to determine which parts are installed in the instrument to decide if individual components need to be purchased rather than the 7697A Standard PM Kit. The 7697A Standard PM Kit contents are based off of the contents of the original shipment. Different types of deactivated treatment for the sample probe and sample loop, different sample loop sizes, and transfer line sizes may require for individual parts to be ordered to perform the PM procedure. If different parts are required, reference the Agilent supplies catalog for part numbers.



**7697A Headspace Sampler
Preventive Maintenance Checklist - Standard**

System Information

Guidance

- Check this box if an instrument configuration report is attached instead of completing the table.

Instrument system name and ID	GC HS
Instrument system site and location	Lab
List system component product numbers	List the serial numbers of each component
1. 64557-64000	1. CM14140045
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.
7.	7.
8.	8.
9.	9.
10.	10.

Preparation

- Discuss any specific issues with the customer prior to starting.
- Review the instrument logbook.
- Save instrument control settings before starting the procedure.
- Perform general inspection of system for cleanliness
- Check for proper installation of safety-related parts, assemblies , sensors etc
- Check for required firmware updates and verify with customers if they would like it installed.



**7697A Headspace Sampler
Preventive Maintenance Checklist – Standard**

Inspect and Clean Sampler

- If a tray is part of the system, remove the tray and pneumatics to allow for access to the oven.
- If a tray is part of the system, check that the shutter sensor is not dusty. If it is, use air duster to remove the dust.
- Check for any debris in the carousel and clean if necessary.
- If a tray is part of the system, reinstall the tray and pneumatics unit.
- Remove the front panel of the instrument.
- Check the carousel belt for wear. If it is worn, consult with the customer to determine if it should be replaced.
- Use a dry, clean cloth to wipe the lifter rod(s) clean. Do not apply any lubricant.
- Vacuum the inside of the unit.
- Reinstall the front panel of the instrument.
- Using the Manual Operations function under the Service Mode Key on the instrument keypad, confirm that the following components work:
 - Tray Lifter (If applicable)
 - Sample Lifter
 - Carousel Motor
 - Shutter Motor (If applicable)

Pneumatic Components

- Remove the sample probe.
- Remove the sample loop.
- Install the new sample loop.
- Install the new sample probe.
- Remove the fused silica transfer line.
Special Note: If OQ will be performed after the PM, remove the fused silica transfer line and do not reinstall it until the transfer line measurement is taken for the OQ procedure.
- Reinstall the fused silica transfer line.
- Use Service Reminders under the Service Mode Key to reset the counter (press the OFF key) of the sample probe, sample loop and transfer line.
- Use the Leak Test under the Service Mode Key on the instrument keypad to run the instrument restriction and leak test. Verify that it passes (make a note below in the tests results table). If it fails, consult the customer for repair options.



**7697A Headspace Sampler
Preventive Maintenance Checklist - Standard**

Tray Components

- Section NOT applicable.
- Check for any debris in the sample trays and clean if necessary.
- Check that the tray gantry rod is clean. If it is dirty or dusty, wipe it clean with a dry cloth. Do not apply any kind of lubrication.
- Check that the sensors are not dusty. If they are, use air duster to remove the dust.
- Check the tray belts for any wear. If they are worn, consult with the customer to determine if they should be replaced.
- Verify that the three LED's for the tray racks light up when the trays are installed.
- Run the tray calibration.
- Reset the counter (pressing the OFF key) of the tray calibration.

Restore Instrument

- Reconnect the headspace transfer line if it has not been already reconnected.
- Return instrument to initial conditions.
- Perform system checkout procedure or test.

Guidance

If the PM service is performed prior to a qualification service, then use the qualification procedure as a guide for final instrument set up and checkout.



**7697A Headspace Sampler
Preventive Maintenance Checklist - Standard**

Service Review

- Attach available reports/printouts of all tests to this documentation.
- Record the PM service activity in the customer's instrument records/logbook
- Update/reset instrument maintenance counters as appropriate
- Affix the PM sticker to the system or instrument logbook based on the customer's request.
- Complete the Service Review Comments section below if there are additional comments
- Review the service and any test results with the customer.
- If the Instrument firmware was updated, record the details of the change in the Service Engineer's Comments box below or if necessary, in the customer's IQ records.

7697A Headspace Sampler Test Results Table

Test Description	Expected Test Result	Actual Test Result
Tray Calibration	Pass	Pass
Leak Test	Pass	Pass
Chemical Checkout Test	Pass	Pass

7697A Headspace Sampler Parts List Table

Part Description	Part Number	Product or Model# where used	Quantity Consumed
7697A Standard PM Kit ❶	G4556-67011	7697A HS Sampler	1
Ferrule Flexi Inert 0.53mm Col 5/PK NFS	G3188-27553	7697A HS Sampler AND G3520A module	1 (Optional, not included in PM kit)

❶ Part numbers and descriptions for the kit contents.

Part Description	Part Number	Quantity
Sample Probe	G4556-60125	1
Sample Loop (1mL)	G4556-80106	1
Thermal Gap Insulation Foam	G3530-00610	1
7697A Fused Silica and ProSteel Kit	G3903-61001	1
Polyimide, Valcon Ferrule, 5 pack	0100-2595	1
Nut and reducing union for 6 port valve transfer line connection	0100-2594	1
Liner, direct, 2mm ID, deactivated	5181-8818	1



**7697A Headspace Sampler
Preventive Maintenance Checklist - Standard**

Service Engineer Comments (optional)

If there are any specific points you wish to note as part of performing the service or other items of interest for the customer, please write in this box.

N.A

Other Important Customer Web Links

- How to get information on your product: Literature Library - <http://www.agilent.com/chem/library>
- Need to know more? - www.agilent.com/chem/education
- Need technical support, FAQs? - www.agilent.com/chem/techsupp
- Need supplies? - www.agilent.com/chem/supplies

Service Completion

Service request number 6000760785 Date service completed 8/20/15

Agilent signature  Customer signature 

Document part number: G4556-90022



7890 GC

Preventive Maintenance Checklist – Standard

Agilent Preventive Maintenance provides factory recommended service for your analytical systems to assure reliable operation and the accuracy of your results. Delivered by highly-trained and certified service engineers using genuine Agilent parts and supplies, Agilent Preventive Maintenance provides everything you need to reduce unplanned downtime and keep your systems operating at their peak.

For more information about Agilent Technologies GC Support please visit our web site using the following URL: <http://www.chem.agilent.com/en-US/Technical-Support/Instruments-Systems/Gas-Chromatography/Pages/default.aspx>

Customer Information

- Customers should provide all necessary operating supplies upon request of the engineer.
- A customer representative should be available to the engineer while performing the preventive maintenance procedures.
- Any parts, not included in the Parts Lists section of this document, are not part of the recommended Preventive Maintenance service, nor are they included in the price of this service.
- If a system requires the use of additional or special procedures and/or parts for the instrument service, then these must be ordered separately and charged as a repair, which may incur additional costs.

Service Engineer's Responsibilities

- Only complete/printout pages that relate to the system or module being serviced.
- Complete empty fields with the relevant information.
- Complete the relevant checkboxes in the checklist using a "X" or tick mark "✓" in the checkbox.
- Complete Not Applicable check boxes to indicate services not delivered, as needed.
- Complete the PM service in the order of the tasks listed.
- Complete the Service Review section together with the customer.

Additional Instruction Notes

- Check for any active service notes for this unit. If there are any applicable "Safety" or "Modification Recommended" Service notes, plan to implement the changes on this unit before doing any qualification service. Do not implement firmware updates, unless you get approval from the customer and are sure that they are compatible with the instrument control software.



System Information

Guidance

- Check this box if an instrument configuration report is attached instead of completing the table.

Instrument system name and ID	GC HS
Instrument system site and location	LS
List system component product numbers	List the serial numbers of each component
1. 63445B	1. U514173023
2.	2.
3.	3.
4.	4.
5.	5.
6.	6.
7.	7.
8.	8.
9.	9.
10.	10.

Preparation

- Discuss any specific issues with the customer prior to starting.
- Review the instrument logbook.
- Save instrument control settings before starting the procedure.
- Perform general inspection of system for cleanliness
- Check for proper installation of safety-related parts, assemblies , sensors etc.
- Check for required firmware updates and verify with customers if they would like it installed.
- Before starting the following procedures, record the Detector Signal Output(s) in the results table. If the GC is turned OFF or in a service mode, comparing the detector outputs before and after the service is not possible.



7890 GC

Preventive Maintenance Checklist – Standard

Clean and inspect GC

- Unplug power cord from the power source.
- Open GC covers and vacuum/remove any dust/debris. Pay particular attention to cooling fans.
- Inspect internal connectors for proper contact and placement.
- Reconnect Power to the GC. Power the GC on and verify the power on self-test passed.
- Verify oven motor spins freely and turns on with the oven door closed; off when the door is opened.
- Verify operation of all other fans - the inlet and EPC cooling fans.
- Verify oven intake/outlet flap assembly is operating smoothly while heating and cooling the oven

Inlet and detector consumable replacement

- For the inlets installed, perform inlet maintenance as defined in the 7890 manual – “Maintaining Your GC” - for the inlet(s) installed.
- Replace the split vent trap on units with these inlets: Split/Splitless Capillary (SSL), Multi-Mode Inlet (MMI), Programmed Temperature Vaporizer (PTV), Volatiles Interface (VI).
- If the GC includes a Flame Ionization Detector (FID), replace the jet. If the ignitor shows any buildup of sample or corrosion, replace the ignitor. Examine the FID collector and castle assemblies for contamination – clean as necessary.

Zero Sensors and Leak test

- Zero all pressure sensors per the procedure in the 7890 “Advanced User Guide”.
- Perform inlet pressure decay test(s) as defined in the 7890 “Advanced User Guide”. If the PM is done in preparation for an OQ/PV, then the pressure decay test defined within that protocol can be used for the PM.
- Record if test passed or failed in the results table.

ALS Maintenance

- Section NOT applicable**
- Check all cabling and configuration settings between GC, tray, and injectors.
- Vacuum or removed any dust, especially around fans.
- Check operation of all fans.
- Check syringe for smooth plunger operation.
- Check for smooth operation of the needle support rod – clean if necessary
- Check for correct operation of syringe volume stops.



Restore Instrument

- Restore the normal operating conditions using the Keyboard or Data System.
- Check and record the post PM detector signal output values.
 - Results should be similar or lower than the detector outputs recorded prior to PM.
- Perform a chemical checkout. If this is a routine PM, inject the customer's sample using the ALS if applicable. This will act as a final checkout of both the ALS and the GC.

Guidance

If the PM service is performed prior to a qualification service, then use the qualification procedure as a guide for final instrument set up and checkout.



7890 GC

Preventive Maintenance Checklist - Standard

Service Review

- Attach available reports/printouts of all tests to this documentation.
- Record the PM service activity in the customer's instrument records/logbook
- Update/reset instrument maintenance counters as appropriate
- Affix the PM sticker to the system or instrument logbook based on the customer's request.
- Complete the Service Review Comments section below if there are additional comments
- Review the service and any test results with the customer.
- If the Instrument firmware was updated, record the details of the change in the Service Engineer's Comments box below or if necessary, in the customer's IQ records.

7890 GC Test Results Table

Detector Signal Outputs	Before PM service	After PM service
Front detector output	21.2	23.0
Back detector output	21.5	24.1
AUX detector output	N/A	N/A
Pressure decay test	Expected result	Actual result or N/A
Front inlet pressure decay test	Pass	Pass
Back inlet pressure decay test	Pass	N/A

7890 GC**Preventive Maintenance Checklist – Standard****Agilent Technologies****7890 GC Parts List Table**

The following kits are recommended for capillary and purged packed inlets. If this is a general PM and the customer has a preferred set of consumables, you may use the customer's consumables.

Part Description	Part Number	Model# where used	Quantity Consumed
SSL Capillary Inlet PM kit, Splitless	5188-6497	G3440A	0
SSL Capillary Inlet PM kit, split	5188-6496	G3440A	1
SSL Capillary Ultra Inert Inlet Gold Seal with Washer	5190-6144	G3440A	0
SSL Capillary Ultra Inert Inlet Splitless Liner - Single taper with Glass Wool	5190-2293	G3440A	0
SSL Capillary Ultra Inert Inlet Low Pressure Drop Split Liner - with Glass Wool	5190-2295	G3440A	0
PP Inlet PM kit	5188-6498	G3440A	0
Split vent trap PM kit, single cartridge (for MMI, PTV & VI)	5188-6495	G3440A	0
MMI Cleaning Kit	G3510-60820	G3440A	0
PTV Septumless Head Rebuild Kit	5182-9747	G3440A	0
PTV Septumless Head Teflon Guide	5182-9748	G3440A	0
Ignitor (glow plug) assembly with O-ring	19231-60680	G3440A	0
FID Collector Rebuild/Cleaning Kit	G1531-67000	G3440A	0
FID Collector Replacement Kit	G1531-67001	G3440A	0
Standard .011-inch FID Jet for capillary FID base	G1531-80560	G3440A	2
Standard .018-inch FID Jet for packed column with packed FID base	18710-20119	G3440A	0
Standard .011-inch FID Jet for capillary column with packed FID base	19244-80560	G3440A	0



7890 GC

Preventive Maintenance Checklist - Standard

Service Engineer Comments (optional)

If there are any specific points you wish to note as part of performing the service or other items of interest for the customer, please write in this box.

N/A

Other Important Customer Web Links

- How to get information on your product: Literature Library - <http://www.agilent.com/chem/library>
- Need to know more? - www.agilent.com/chem/education
- Need supplies? - www.agilent.com/chem/supplies

Service Completion

Service request number 6000760785 Date service completed 8/20/15

Agilent signature  Customer signature 

Document part number: G3430-90004

Scottsdale Police Department Crime Lab Volatiles Analysis

```

=====
Sample:      post pm test                      Vial:      6
Data File:   C:\Chem32\1\Data\post pm ->     Injected:   8/20/2015  12:04:05 PM
Sequence:
Method:      C:\Chem32\1\Methods\ethanol quant.M
Instrument:   Agilent 7890B GC with 7697A Headspace Sampler:  US14173023 CN14160045
=====
    
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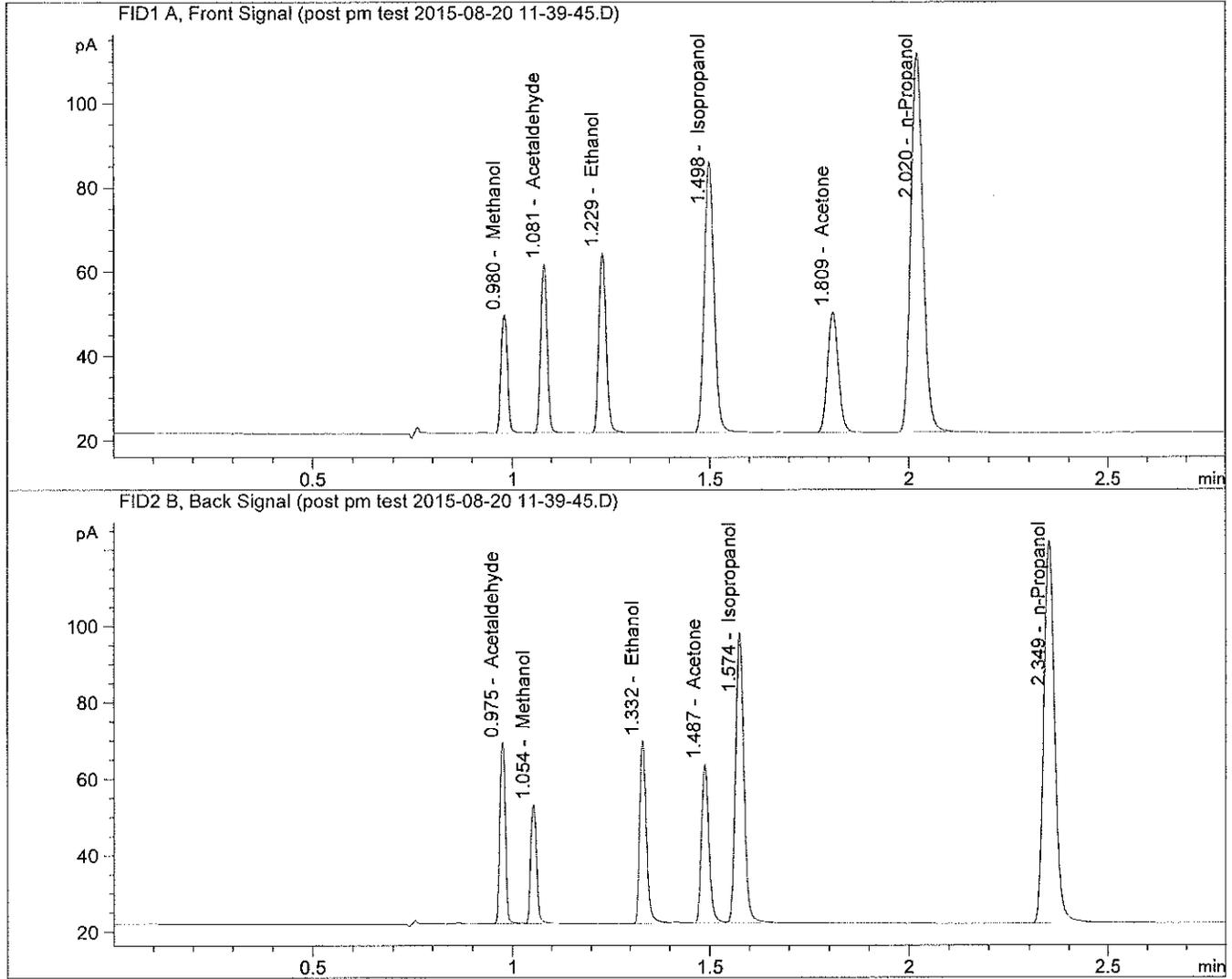


Table 1: FID 1 column DB-ALC1

Compound	Amount (g/dL)	Time (min)	Peak Area
Methanol		0.980	32.252
Acetaldehyde		1.081	44.657
Ethanol	0.0831	1.229	55.602
Isopropanol		1.498	109.121
Acetone		1.809	53.356
n-Propanol		2.020	189.922

Table 2: FID 2 column DB-ALC2

Compound	Time (min)	Peak Area
Acetaldehyde	0.975	46.005
Methanol	1.054	32.847
Ethanol	1.332	56.643
Acetone	1.487	54.177
Isopropanol	1.574	110.608
n-Propanol	2.349	192.816



06-JUNE-2016

Openlab Chemstation Upgrade completed. Version updated from C.01.06[61] to C.01.07[27] for Headspace GC system: US14173023 and CN14160045.

