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February 4, 2005

To: North American GC-AED Users
From: Diablo Analytical and JAS
Re: GC-AED update, February 2005

The AED (atomic emission detector) for GC technology continues to advance and customers now have new capabilities and services to consider. Some of the old inconvenient hardware and software features have been redesigned and are now up-to-date. All AED support calls are now directed to a single call center with AED experts available to evaluate customer applications or possible instrument service. Off-site method development is available and remote support options are available to assist you with AED operation. AED instrument sales have been re-established worldwide under the JAS company and key AED experts, for example Diablo Analytical, now work in a partnership. Please read below for more details on this important analytical technology for GC.

Note: Watch for details on the AED Users Meeting at Pittcon in Orlando, JAS booth 2117

The AED has been manufactured in Germany by JAS for the last two years. JAS, Diablo Analytical and a network of local sales representative sell the AED in North America. New AED systems are supported by JAS from New Jersey and Diablo Analytical from California (see support details below).

Note: Currently, AED customers can trade-in a working HP 5921 AED system and receive 25% off a new JAS AED system (excluding the GC). Contact JAS or Diablo Analytical for details.

Support options for AED users:

- 1) A single AED call center, **925-609-1150**, has been established: One year ago, JAS and Agilent Technologies asked Diablo Analytical to accept all AED customer support calls. The call center can be reached through the Agilent Technologies, JAS, or Diablo Analytical main phone numbers. The call center has AED experts available to listen and briefly evaluate customer problems free-of-charge. The call center is also structured to provide fee-based phone support, e-mail support, remote diagnostics and application expertise.
- 2) JAS established an on-site service organization in late 2003. The JAS on-site service organization, **800-343-6015**, will grow to meet customer demand and this service works with the AED call center described above or by calling JAS.
- 3) AED Parts are stocked in both California and New Jersey. A full range of AED parts can be delivered to customers by overnight delivery from either location. These parts can be accessed from the AED call center described above or by calling JAS.
- 4) Customers with Agilent AED systems may continue to use Agilent service. The AED call center described above can place a service request with Agilent service for Agilent AED customers.

- 5) Remote AED instrument monitoring and reporting systems are in operation on an evaluation basis. This system provides daily records for AED performance parameters. This information provides an early alert on instrument performance problems as well as directs problem solving to the most likely source of the problem. Please contact Diablo Analytical for more information on this program, **925-609-1150**.
- 6) AED training and application support is available for delivery at customer sites or at scheduled classroom AED training sessions. Off-site AED method development is also available. Please contact Diablo Analytical for more information on this program, **925-609-1150**.
GC-AED Training: <http://www.diabloanalytical.com/aed/training.htm>

New AED hardware and software for your existing AED system

- 1) AED software for the G2350 AED can be upgraded to operate on Windows XP, Windows 2000 or the older NT platform. JAS has developed new versions of the AED ChemStation for these operating systems. Note that there must be a proper match between instrument firmware, HPIB board type, computer type, operating system version, Chemstation version and SICL drivers. Please consult before making upgrades.
- 2) New AED software can be configured to run on the same computer system as Agilent MSD software. This allows one computer to operate both an AED and MSD on the same GC system. The AED and MSD are complimentary techniques. Again, please consult as the version of software and hardware must all be compatible.
- 3) The new JAS water pump has shown improved reliability in the field over the last 1.5 years. Historically, water pump failures account for a majority of AED instrument failures in the field. The new JAS water pumps appear to last at least twice as long as other water pumps although we are still evaluating expected water pump lifetimes.
- 4) A new high temperature AED transfer line is available for applications that require this capability. The AED transfer line permits elution of n-alkanes greater than C100 with the correct method parameters and other instrument configuration.
- 5) Less apparent improvements have been made to other systems in the AED to increase system reliability.
- 6) Several special element recipes have been developed for selective detection of new elements on the AED. Other elements of interest to customers might be able to be added to the AED with the proper software and compatible application conditions.

Please contact JAS or Diablo Analytical for more information on existing or new AED systems.

JAS AED Support: <http://www.jas-usa.com/AED.php>

Diablo AED Support: <http://www.diabloanalytical.com/aed/index.htm>

E-MAIL for Diablo sales@diabloanalytical.com and JAS Jan@jas-usa.com

Please provide us with feedback so we can address questions at the earliest point.

Sincerely,

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