

# **EVUSEP ENO** User Manual

UM-001A

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#### 1 Preface

#### 1.1 About this Manual

This manual has been written for laboratory technicians who use the Evosep Eno system for execution of analytical runs. It is assumed that the user of this manual has appropriate laboratory technician training or more advanced laboratory training, Evosep user training, basic knowledge of how to use menu-driven computer software and that this person is familiar with standard laboratory and High Performance Liquid Chromatography (HPLC) terminology and practices.

All translated User Manual versions are available for download at: <a href="https://www.evosep.com/support/documentation/">https://www.evosep.com/support/documentation/</a>

#### Disclaimer

The information contained in this Manual is provided for general guidance and reference purposes only. While every effort has been made to ensure the accuracy and completeness of the information, Evosep assumes no responsibility for any errors or omissions. Evosep shall not be held liable for any direct, indirect, incidental, or consequential damages resulting from the use or misuse of Evosep Eno.

To ensure safety and proper functioning, Evosep Eno must be used strictly in accordance with the instructions in this Manual. Any unauthorized modifications, alterations, or use outside the intended use will void warranties and may result in unsafe conditions.

In the event of any ambiguity or discrepancy in interpretation between translated versions and the English version of this Manual, the English version shall be considered the original and shall prevail.

#### 1.2 Safety and Special Notices

Make sure to follow the safety practices presented in this guide as well as those received from Evosep personnel.

All local laboratory safety regulations are to be followed.

Observe all written safety precautions during all phases of operation, service, and repair of this instrument. Failure to comply with these precautions or with specific warnings elsewhere in this manual violates safety standards of design, manufacture, and intended use of the instrument and may result in damage to the instrument, personal injury, or loss of life.

Please familiarize all laboratory personnel with the following warning and caution symbols as they appear throughout the User Manual at the beginning of each Chapter:



Symbol	Description
	Indicates a risk of danger is present. This may refer to any type of hazard. A safety statement will coincide with this symbol.
4	Warning / Electrical shock hazard
	Caution / Risk of fire
	Warning / Risk of infection
	Caution / Corrosive hazard
	Warning / Broken glass
	Warning / Toxic fumes
	Caution / Risk of impact
	Caution / Risk of entrapment
	Warning / Sharp objects

#### 1.3 Contacting Evosep

Support: <a href="mailto:support@evosep.com">support@evosep.com</a>

Sales: <a href="mailto:sales@evosep.com">sales@evosep.com</a>



#### 1.4 Declaration of Conformity (DoC)

#### We:

Company name	Evosep ApS
Postal address	Billedskærervej 15
Postcode	5230
City	Odense M
Country	Denmark
Telephone	+31 651063191
E-mail	jf@evosep.com

Declare that this DoC is issued under our sole responsibility and belongs to the following product:

Apparatus model (P/N)	Evosep Eno (EV1500)	
Туре	General Laboratory Equipment	
Manufacture site	Made in Denmark	EVOSEP
Manufacture year	From 2025	ENG

The object of the declaration described above is in conformity with the relevant Union harmonization legislation.

Applicable directives	•	Machinery Directive 2006/42/EU
	•	EMC Directive 2014/30/EU
	•	RoHS 3 Directive 2015/863/EU
	•	WEEE Directive 2012/19/EU
The following harmonized	•	EN61010-1: Safety requirements for electrical equipment for
standards and technical		measurement, control, and laboratory use
specifications have been	•	EN61326-1: Electrical equipment for measurement, control and
applied		laboratory use. EMC requirements.

I, the undersigned, hereby declare that the equipment specified above conforms to the above Directive(s) and Standard(s).

reeke

Joanna Freeke, PhD Product Manager

Date: 22 May 2025

### 2 Introduction

#### 2.1 Intended Use

The intended use of the Evosep Eno is to separate mixtures of compounds in inactivated biological sample solutions for mass-spectrometric analysis. The instrument is intended to be part of complete workflows for proteomic analysis.

The Evosep Eno is intended to be used as General Laboratory Equipment (GLE).



*Figure 2.1 Evosep Eno with labelled components* 

#### 2.2 User Profile and Environment

The system is for use by qualified, trained personnel and in a laboratory environment only.

#### 2.3 Operating Principle



*Figure 2.2. Close up views of Autosampler Evotip pickup (A) and Evotip elution at the injection port (B) with labelled components* 

The Evosep Eno is a high-pressure liquid chromatography (LC) system for the analysis of biological samples as part of a complete workflow involving external mass spectrometry (MS) detection and analysis. The device separates one or more compounds from a solution containing components/molecules of biological origin or structure which is/are inactive and prepared on Evotips (a sample preparation tip containing chromatographic media that temporarily captures specific compounds from a solution depending on their chemical or physical properties and affinity). The prepared Evotips in racks are placed on the Evosep Eno by the user, and after setting up the analysis on the remote-control software, individual Evotips are picked up by the moving arm and placed in the Evosep Eno injection port creating a seal. The mixture of compounds eluted from the Evotip is passed through an analytical column packed with stationary phase chromatography material in a defined flow of high-pressure liquid (mobile phase) produced by the Evosep Eno pumps according to the standardized method specification. Four low pressure pumps (Pumps A, B, C, D) provide the gradient composition for elution from the Evotip and for separation on the analytical column. The high pressure pump (HP) passes this pre-formed gradient through the analytical column. Separation of the compounds occur either by absorption, sieving, partition or selective affinity before they are transferred to an external mass spectrometer device for detection and further analysis. The used Evotip is then transported to the Evotip waste by the moving arm. After setting up the analysis (remote at the computer) and placing the Evotips in the system, the instrument runs unattended.



*Figure 2.3 View inside front door (without connections) with key components labelled* 



#### Figure 2.4 Flow schematic of the Evosep Eno

The system is fully controlled by the remote computer software and has no separate on/off switch.

Standardized Evosep Eno methods and the specified analytical columns are described with a detailed application note for each standardized method at <u>https://www.evosep.com</u>.

The Evosep Eno is only to be used with samples loaded on Evotips and with Evosep authorized consumables. Use of unauthorized consumables may lead to system malfunction or damage; and will invalidate instrument warranty.

Misuse, such as the placement of Evotips or any other item inside the safety bar during instrument running is prohibited and may lead to malfunction, damage or injury. There is a warning sound and light alerting the user prior to autosampler arm movement.

Usage in a manner not specified by Evosep may lead to protection impairment.



#### 3 Installation

The Evosep Eno is only to be installed by a trained and authorized Evosep service engineer or service representative. Training of users is provided during this installation. An Evosep Eno compatible Mass Spectrometer (MS) with compatible software (integrated driver in MS software or Chronos software) is required for installation. The latest driver and firmware releases are available at <a href="https://www.evosep.com/support-zone/">https://www.evosep.com/support-zone/</a>.

Warning/Caution						
	<b>Risk of danger:</b> exercise caution when lifting the instrument as improper lifting can lead to injuries. Wear appropriate clothing during instrument relocation.					
4	<b>Electrical shock hazard:</b> the Evosep Eno, MS, and data system hardware must have common earthing to avoid a ground loop that can cause noise and interference or produce electric shock. Earthing of the Evosep equipment is implemented through the supplied power supplies and mains power cords. The equipment should never be used without connection to an earthed outlet or non-earthed mains power cords.					

#### 3.1 Disconnection, Lifting and Positioning Instructions

#### Important Notes:

DO NOT lift the instrument with side panels mounted! Side panels could detach during lifting.

Only lift the instrument to place it on a table. Use a trolley or cart for moving the instrument.

Avoid instrument locations with high air humidity or fluctuations in temperature, such as direct sunlight, drafts, directly below air conditioning, or directly beside a mass spectrometer vent.

The instrument weighs 37 kg and requires two people to lift or move it.

Before lifting and/or moving the instrument, please verify that the following actions have been performed:

- 1. The two [orange] side panels have been removed.
- 2. The autosampler has been parked in locked position through the CDS on the control PC.
- 3. The instrument has been switched off at the power source and disconnected from any power supply.
- 4. The network, power, and contact closure cables have been disconnected from the rear of the instrument and set aside.
- 5. The transfer line has been disconnected from MS ion source.
- 6. The Evotip boxes have been removed from the Evosep Eno sample rack holder.

The instrument can now be lifted by two people. Lift from the base of the instrument from each side.

The Evosep Eno should be placed as close to the MS ion source as possible. The distance between the righthand front side of the Evosep Eno and the MS source should be less than 400 mm. The rear should be positioned at a safe distance (>200 mm) from users to avoid collisions of the autosampler arm during operation.



#### 3.2 Table and Trolley Requirements

The table or the trolley must be stable and vibration free with wheels that can be locked. It must be larger than the base footprint and able to support a minimum of twice the weight of the Evosep Eno (see section 3.3).

#### 3.3 Technical Hardware Specifications

Specification	Value				
Pressure Range	High pressure pump (Pump H): 7.500 psi/520bar Low pressure pumps (Pump ABCD): 1.450 psi/100bar				
Flow Range (flow control)	High pressure pump (Pump H): 100 nL/min - 5000 nL/min Low pressure pump (Pump ABCD): 100 nL/min - 80 μL/min				
Flow Range (purge)	High pressure pump (Pump H): 100 nL/min - 100 μL/min Low pressure pump (Pump ABCD): 100 nL/min - 100 μL/min			· 100 μL/min nin - 100 μL/min	
Preventive Maintenance Interval	Annually				
Valves	6-port valve, 10.000 p 6-port valve, 10.000 p 12-port valve, 5.000 p	ort valve, 10.000 psi (V6 valve) ort valve, 10.000 psi (VL valve) port valve, 5.000 psi (V12 valve)			
Solvent Compatibility	Solvent A:0.1% Formic acid in WaterSolvent B:0.1% Formic acid in AcetonitrileUse LCMS grade solvents only				
Sample Tray Format	6 boxes of Evotips (96 tips/box)				
Operating Conditions	Normal laboratory environment conditions Indoor use only Altitude up to 2000 m Temperature 15 – 30 °C (59 – 86 °F) ambient <i>For analytical specifications: 22 ± 3 °C (72 ± 6 °F)</i> Temperature fluctuations < 1 °C/hr (< 2 °F/hr) 20-80% relative humidity, non-condensing				
Air Conditioning Load	320 W (max)				
Main Power Supply x 2	1: 100-240V, 200W (~3A), 50-60 Hz 2: 100-240V, 120W (2.1A), 50-60 Hz Combined power consumption: 320 W (max)				
Noise and Vibration	Below reporting thresholds				
Weight	37 kg 81.6		81.6 lb	6 lb	
Dimensions - including autosampler	Depth	880 mm		34.6 in	
axis movement and bar (working range)	Width	690 mm		27.2 in	
	Height	910 mm		35.8 in	
Base Unit Dimensions – for installing	Depth	440 mm		17.3 in	
on trolley or table	Width	420 mm		16.5 in	



#### 3.4 Electrical Connections



Figure 3.1 Evosep Eno rear view with all connections marked

Autosampler
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Marking	Purpose
S1	Autosampler factory reset switch
Terminal	Not in use
•4	Firmware upgrade (service personnel)
	Ethernet connection to pump box
PALbus	Not in use
Interface	Relay connection to pump box
PALbus	PALbus connection to pump box
iMX6	Autosampler main board type
FUSE T6.3A DC power input fuse	
POWER	36V DC 6A power input

#### Pump box

Marking	Purpose
CONTACT CLOSURE	Contact Closure to mass spectrometer (MS)
ACCESSORY	Accessory equipment connection
24V DC 5A	24V DC 5A power input
ETHERNET	Ethernet connection to instrument control computer



#### 3.5 Setting up Ethernet Communication and Network Adapter Settings

During installation the Ethernet Communication of the Evosep Eno with the control PC and MS is set up. The Evosep Eno is set up to communicate with the MS data system through an Ethernet switch that is connected to the MS and MS data system, or directly to a dedicated network card in the control PC as outlined below (Figure 3.2).



\*Statically assigned IP address (172.17.17.14)

#### Figure 3.2 Schematic of Ethernet communication and Network Adapter setting scenarios

#### Important Note:

The Evosep Eno uses static IP addresses, and if the network adapter connected to the Eno already has statically configured network segment(s), the Eno instrument software installer will add the network segment needed. If not, the following information may be used to add a network segment manually:

IPv4 address: 172.17.17.14 Subnet mask: 255.255.255.240

Contact your IT administrator if in doubt about how to do this.

During installation, connect the supplied ethernet cable to the LAN port on the rear of the Evosep Eno pump box (Figure 3.1) and plug the other end into the control PC or MS ethernet switch (see MS user manual for location) according to the scenarios in Figure 3.2.

Contact <u>support@evosep.com</u> if connection to a new or different compatible MS is required after installation.

#### 3.6 Connecting the Contact Closure Cable

For Evosep Eno MS software drivers requiring contact closure configuration this is set up during installation. A contact closure cable between the Evosep Eno and the MS detector synchronizes the run timing.

Several MS-specific contact closure cable options exist and can be ordered with the instrument (Figure 3.3).

Please refer to the MS documentation on how to connect and establish contact closure for your specific MS.



#### 4 Preparing for use

The Evosep Eno is only to be operated by users trained by Evosep or Evosep authorized representatives.

Please refer to Chapter 5 "Running Samples Using Evosep Eno" to view all safety warnings and cautions. Laboratory safety and PPE requirements are to be followed including lab coats, safety glasses and gloves when handling solvents and samples.

Required regular user maintenance is described in chapter 6.

#### 4.1 Solvents, Waste and Consumables Preparation

Before running samples on the Evosep Eno system, check solvent and waste levels.

Solvents:

- Fill Solvent A bottle: 0.1% formic acid in water
- Fill Solvent B bottle: 0.1% formic acid in acetonitrile
- Only use LC-MS grade solvents

Waste:

- Check the waste bottle solvent level and empty according to local waste regulation if over 100 mL
- Place an Evotip waste bin below the used Evosep disposal point with capacity for all the Evotips in the sample queue



Figure 4.1 Waste, Solvent A and Solvent B bottles on front door and Evotip waste receptacle

Consumables:

- Check that the specified column for the planned Evosep Eno method is available for use and a compatible column heater is available (<u>https://www.evosep.com/columns-and-emitters/</u>)
- Check that sufficient Evotips are available for the planned analysis
- Only use Evosep authorized consumables (<u>https://www.evosep.com/shop/</u>)

#### 4.2 Starting the System

Ensure that the system has power connected and turned on, the Ethernet cable is connected to the control PC and contact closure cable (if required) is connected between Evosep Eno and the MS.

Only the supplied power cables are to be used with the Evosep Eno.

#### 4.3 Connecting the Column

Connect the Evosep Eno transfer line by screwing it by hand directly into the analytical column (figure 4.2). Care is to be taken to avoid over-tightening. Set columns are specified for all Evosep Eno standardized methods at <a href="https://www.evosep.com/columns-and-emitters/">https://www.evosep.com/columns-and-emitters/</a>.



Figure 4.2 Schematic and inset picture of connection of Evosep Eno transfer line to column

- Connect the column to the emitter compatible with the MS ionization source (unless already integrated emitter). Details of connection to specific MS ionization sources and compatible parts is available at <a href="https://www.evosep.com/support/evosep-one-compatibility/">https://www.evosep.com/support/evosep-one-compatibility/</a>
- 3. Place the connected column into a suitable column heater unit according to the column heater manual and connect the emitter into the MS ionization source ready for sample analysis.

### 5 Running Samples

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Warning/Caution				
	<b>Risk of danger:</b> the use of proper PPE is essential to protect oneself from harm and to minimize contamination from entering the Evosep Eno instrument. Always exercise caution when dealing with potential health and safety risks.			
	<b>Electrical shock hazard:</b> Risk of transfer of high voltage from MS to the Evosep Eno instrument through liquid connection. Do not touch the column, emitter, column/emitter connection, or MS inlet when the MS emitter is at high voltage. Turn off the MS inlet voltage before adjusting or changing the column or emitter.			
	<b>Risk of fire:</b> take care when handling flammable solvents to ensure they do not come into contact with, are spilled on, or are exposed to the Evosep Eno instrument electronics or sources of sparks, open flames, heat, or hot surfaces as they may cause a fire. Follow MSDS and local safety guidance when handling flammable solvents.			
	<b>Risk of infection:</b> microbiological agents added as biological samples to the Evotips may lead to infection if handled incorrectly. Ensure all hazardous biological sample material is inactivated/decontaminated before placement into an Evotip.			
	<b>Corrosive hazard:</b> exercise caution when handling corrosive solvents. Contact with the skin and/or eyes, inhalation, and/or ingestion may be harmful. Follow MSDS and local safety guidance when handling corrosive solvents. The use of proper PPE is essential to protect against skin and eye contact, inhalation, and ingestion.			
	<b>Broken glass:</b> handling of broken glass may result in cuts. Take care not to drop or break glass containers. Avoid handling broken glass to reduce the risk of cuts. The contents of the glass containers when spilled may impose additional health and safety risks.			
	<b>Toxic fumes:</b> handling of toxic solvents imposes a risk of toxic solvent evaporation, inhalation, and causing harm. Exercise caution when handling toxic solvents and their vapor. Minimize vapor production by avoiding heat sources and prepare samples and solutions in a well-ventilated area. Follow MSDS and local safety guidance when handling toxic solvents. The use of proper PPE is essential to protect against skin and eye contact, inhalation, and ingestion.			
	<b>Risk of impact:</b> autosampler acceleration or deacceleration may lead to table movement, depending on the table stability, imposing a risk of impact. Do not stand or place items too close to the autosampler and/or table during operation, other than the Evotips in the designated locations. It is recommended to have the Evosep Eno instrument on a stable table with clear space on and around the instrument when operational.			
	<b>Risk of entrapment:</b> during operation, movements of the autosampler arm can cause impact or trapping. Do not place or move your hand/body parts within the safety rail of the autosampler during operation. As an additional precaution, an alarm sounds prior to autosampler arm movement. Do not intercept the autosampler arm during movement. Placement of Evotips in the autosampler area should only be done when the autosampler is stationary and nonoperational.			
	<b>Sharp objects:</b> during operation, the autosampler needle is raised and lowered within the safety rail. This has a blunt point but poses a risk of puncturing the skin if a hand/body part were to be trapped when the needle is lowered. Additionally, needle contact with skin leads to exposure of small amounts of potentially hazardous solvent/sample. Do not place or move your hand/body parts within the autosampler safety rail during movement or operation. Exercise caution when handling and/or replacing the needle and avoid touching the ends as it poses a threat to a puncture wound. The use of appropriate PPE is especially important when working with dangerous and/or toxic materials.			



The Evosep Eno is only to be operated by users trained by Evosep or Evosep authorized representatives.

Laboratory safety and PPE requirements are to be followed including lab coats, safety glasses and gloves when handling solvents and samples.

#### 5.1 Placing Samples and Starting Analysis

After preparing the system according to the directions in chapter 4 the system is ready to run samples.

#### **Important Notes:**

If many samples are loaded at one time it is recommended to fill the loaded Evotip boxes with 150 mL solvent A to ensure no Evotips dry out prior to analysis.

 Prepare samples according to Evotip SOP for sample loading (available to download from <u>https://www.evosep.com/evotip/</u>). Remove Evotip box lid and place it on the autosampler in one of the Evotip rack holder slots.



Figure 5.1 Evotip box with and without lid. 6 racks of Evotips placed on the Evosep Eno with Evosep Eno sample rack slot numbers overlaid

2. Open the Chromatography Data System (CDS) controlling both the Evosep Eno and Mass Spectrometer (MS) on the control PC and create the sample table with the list of samples to be analyzed as directed in the CDS software. Populate the sample table with the following info: Evosep Eno method and appropriate MS method, Source Tray (Evotip rack slot 1-6), Source Vial (Evotip sample number in rack) and other LC-MS and data storage specific information as required.

Sample Name	LC Analysis Method	Source Tray	Source Vial	MS Method	Data File Name
1QC1_abcd	100 SPD	EvoSlot 1	1	MS Method for 100SPD	Date_System_QC1_abcd
2Study410_plasma1	100 SPD	EvoSlot 2	1	MS Method for 100SPD	Date_System_Study410_plasma1
3Study410_plasma2	100 SPD	EvoSlot 2	2	MS Method for 100SPD	Date_System_Study410_plasma2
4Study410_plasma3	100 SPD	EvoSlot 2	3	MS Method for 100SPD	Date_System_Study410_plasma3
5Study410_plasma4	100 SPD	EvoSlot 2	4	MS Method for 100SPD	Date_System_Study410_plasma4
6					

Figure 5.2 Schematic of example Evosep Eno Sample Table (details specified in CDS software manual)



- 3. Verify the sample table is complete and correct, the Evotips are placed correctly in the specified slots, the specified column required for the method and emitter is connected and positioned in the column heater and MS ionization source and ensure that the MS is ready for data acquisition.
- 4. Set the column heater to the temperature specified in the Evosep Eno method specification (following column heater manual instructions).
- 5. Once the specified temperature is achieved start the LC-MS data acquisition of the sample table as directed in the CDS software.



#### 5.2 Stopping the System

If, during operation, there is a need to stop the system, this should be performed remotely using the control PC and CDS software (following CDS manual instructions). In this way, the user can select whether the system will be stopped after a sequence or individual sample analysis run is completed or immediately, if needed. Once the active run or sequence is stopped the autosampler is to be sent to the lock/home position.

After stopping the system it can be disconnected further according to the instructions in chapter 3.1.

In an emergency, instructions for stopping the system are in chapter 7.1.



#### 6 Routine Maintenance

The Evosep Eno is only to be operated by users trained by Evosep or Evosep authorized representatives.

Please refer to Chapter 5 "Running Samples Using Evosep Eno" to view all safety warnings, cautions, and concerns. Laboratory safety and PPE requirements are to be followed including lab coats, safety glasses and gloves when handling solvents and samples.

The procedures in this chapter describe the required user maintenance to maintain the Evosep Eno.

Most of the instrument components can be accessed by removing the left- and right-side panels, opening the front door, removing the tray plate, and setting the autosampler into the exchange position using the control PC.

#### 6.1 Required Maintenance and Cleaning

#### 6.1.1 Daily Maintenance

- Visually inspect solvent level in solvent bottles A and B. Refill if below 100 mL or as needed.
- Visually inspect solvent level in waste bottle. Empty if above 100 mL.
- Visually inspect tip disposal container. Empty if half full, or insufficient capacity for the Evotip samples planned for the day.

#### 6.1.2 Weekly Maintenance

- Empty, rinse, and refill solvent bottles A and B with freshly prepared solvents.
- Empty waste bottle.
- Empty tip disposal container.
- Remove empty or unused Evotip boxes from sample rack holder.
- Use water and a tightly wrung out microfiber cloth to clean the system surface when necessary

#### 6.1.3 Annual Maintenance

• Evosep Preventive Maintenance is required annually

#### 6.2 Preparation for Storage or Shipment

#### **Important Notes:**

Please store the original Evosep shipping crate and packaging safely. If needed, the Evosep Eno is always to be transported in the original packaging!

If the instrument is expected to be idle for >2 weeks or requires shipment, the system must be prepared by removing water from the system. Instructions for this procedure are available from <a href="mailto:support@evosep.com">support@evosep.com</a>.

#### 7 Support, Service, and Warranty

#### 7.1 How to Stop the System in an Emergency

If it is safe to do so, the system should be stopped as directed in chapter 5.2.

Removal of power to the power supply units by unplugging these from the power source will immediately stop the Evosep Eno. This is not recommended except in an emergency as the autosampler may stop in an unsafe position and the analysis of the sample being ran at that point will be impacted.

In an emergency, power should be removed from the system by unplugging the system from the power source. Local safety guidelines for electronic devices are to be followed in case of fire or other emergency.

#### 7.2 How to Request Technical Support

At <u>https://www.evosep.com/support/</u> step-by-step instructions, videos and support tools are available to troubleshoot any Evosep Eno issue. Additionally, technical support can be requested by emailing <u>support@evosep.com</u>. Your email must contain the following information:

- 1. Instrument serial number
- 2. Problem description
- 3. What has been done to address the problem?
- 4. For an already open case, please supply the case number with format CCXXXX
- 5. Instrument log files. Please use the service tool to collect and compress instrument log files.
  - From the Evosep graph page, press the "tool" icon in the upper right corner.
  - Select the instrument serial number of interest.
  - Press "Generate" to extract and compress the log files.

nstrument \$10002	$\sim$	#2	
General system informati	ion		
<ul> <li>Network setup</li> </ul>			
Chronos plugin logs	5	latest files	
RC.Net plugin logs	5	latest files	
Calibrate	5	latest files	
Diagnose	5	latest files	
Prepare	5	latest files	
Service	5	latest files	
Sample runs	20	latest files	

Figure 6.1 Software screenshot showing where to generate log files

An Evosep support specialist will get back to you with a case number and start the investigation. Additional questions, recommended tests and in some cases remote support via TeamViewer may be required to determine the probable cause and solution to the problem.

#### 7.3 How to Arrange for a Service Visit

If a problem cannot be solved remotely by technical support, a quote for a service visit is to be requested. Once Evosep has received a Purchase Order (PO) for the quote, the service visit can be scheduled.

Prior to the arrival of the Evosep service engineer, possible replacement parts will be shipped to the instrument location. The service engineer will bring smaller wear parts on site.

Please note that Evosep will charge for parts, travel, and labor if the instrument/parts are not covered by warranty or service contract

#### 7.4 Product Warranty

The product warranty remains in effect for a period of 12 months from the date of installation or 15 months from delivery, whichever date comes first. Warranty requests must be filed within the warranty period.

The warranty covers defects or failures of the Evosep Eno system and its major hardware parts occurring due to normal use or manufacturing defects.

The warranty does not cover defects or failures of the Evosep Eno system caused by accidents, neglect, misuse or abuse. Use of non-authorized consumables invalidates the product warranty.

Instrument wear parts are not covered by warranty. Wear parts include tubing, fittings, rotors, stators, seals, needle, etc. On the service offerings page from <u>https://www.evosep.com/support/</u> the full spare and wear part list is available for download.

#### 7.5 Product Disposal

Disposal of the Evosep Eno must follow local regulations and in the EU be in accordance with the WEEE Directive.



### 8 Table of Abbreviations

Abbreviation	Definition
DoC	Declaration of Conformity
HPLC	High Performance Liquid Chromatography
LC	Liquid Chromatography
MS	Mass Spectrometry or Mass Spectrometer
GLE	General Laboratory Equipment
P/N	Part Number
НР	High Pressure [pump]
SOP	Standard Operating Protocol
CDS	Chromatography Data System
РС	Personal Computer
LAN	Local Area Network
IP	Internet Protocol
PPE	Personal Protective Equipment
РО	Purchase Order
WEEE	Waste from Electrical and Electronic Equipment



Notes

### Want to learn more?

#### **End-to-end solutions**

Get inspired by our range of end-to-end solutions. From sample preparation to data analysis, our solutions ensure seamless integration and high efficiency at every step, providing robust results for various applications.

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#### **Evotip Pure Collateral**

Discover why Evotip Pure plays a vital role in improving throughput and reproducibility in your proteomics workflows.

#### **Standardized Evosep One Methods**

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