



Vendor	Current Driver Release	Where to obtain driver(s)	Primary Support	Support Process for Customer
Agilent	Agilent ICF Support Layer version 3.5 which distributes Agilent Instrument Control Framework version 3.0 update 2 and includes <ul style="list-style-type: none"> SVT-Software verification tool version B.01.01 LC Drivers version 3.3 SR1 GC/HS Drivers version 3.5 	Waters.com > Support > Support Documents and Downloads. Requires valid support plan. https://www.waters.com/waters/support.htm?lid=135084027&lcid=135084026&type=DWNL	Waters and Agilent. Waters is first point of contact.	www.waters.com/iRequest
Shimadzu LC and GC	Shimadzu LC DP 5.20 Shimadzu GC DP 3.1.1	Waters.com > Support > Support Documents and Downloads. Requires valid support plan. LC DP 5.20: https://www.waters.com/waters/support.htm?locale=en_IN&lid=135087472&cid=511442&type=DWNL GC DP 3.1.1: https://www.waters.com/waters/support.htm?lid=135072850&type=DWNL Shimadzu also distributes this driver.	Waters and Shimadzu. Waters is first point of contact.	www.waters.com/iRequest
Hitachi LC	Hitachi LC Driver Pack 11	Waters.com > Support > Support Documents and Downloads. Requires valid support plan. https://www.waters.com/waters/support.htm?lid=135072852&type=DWNL Hitachi also distributes this driver.	Waters and Hitachi. Waters is first point of contact.	www.waters.com/iRequest
Sciex	PA 800 Plus Empower Driver v1.3	Order Sciex part number 5077476 - PA 800 Plus Empower Driver 1.3 or contact your local Sciex Sales Representative to obtain this driver.	Waters and Sciex. Sciex is the first point of contact.	Contact Sciex at SCIEXNow: Toll Free in the US: (877) 740-2129 http://sciex.com/supportrequest



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Thermo Fisher Scientific (Dionex) LC, GC, IC	Standard Instrument Integration (SII) 1.1 for Empower	Order Thermo Fisher part number 7200.0390 OR obtain through your local Thermo Fisher representative. Note, part number 7200.0390 always provides the most current version of the Thermo Fisher drivers for the Empower CDS.	Thermo Fisher Scientific	Website: http://www.unitylabservices.com/en/home.html email (must specify your country): unity.<country>@thermofisher.com Support requires active Thermo Scientific instrument warrantee
Metrohm IC	Metrohm IC Driver 2.1 for Empower	Order Metrohm part number 6.6070.210 for driver or part number 6.6070.921 for driver upgrade through your Metrohm local agency . Alternatively, search on metrohm.com for Metrohm IC Driver 2.1 for Empower and choose 'Request a Quote'	Metrohm	https://www.metrohm.com/en/country-chooser/ Choose your country and then Company.
Perkin Elmer LCs, GCs and Headspace	Perkin Elmer GC version 3.3.0 Perkin Elmer Headspace version 3.3.0	Order from Perkin Elmer: Headspace (HS) Drivers <ul style="list-style-type: none"> · N6710193 – Kit – Empower TurboMatrix Driver v3.3.0 · N6520284 – Upgrade Kit – TMTX Drivers Waters v3.3.0 Clarus (GC) Drivers <ul style="list-style-type: none"> · N6520280 – Kit – Empower Clarus Driver v3.3.0 · N6520283 – Upgrade Kit – Empower Clarus Driver v3.3.0 	Perkin Elmer	LCTechSupport@PERKINELMER.COM GCTechSupport@PERKINELMER.COM
CTC PAL3 sampler	CTC PAL3 RC.NET driver version 1.7.4 This driver requires that Agilent ICF Support Layer version 3.5 is also installed.	CTC Analytics AG for the PAL3 driver Waters for the Agilent ICF SL 3.5 product Waters.com > Support > Support Documents and Downloads. Requires valid support plan. https://www.waters.com/waters/support.htm?lid=135077552&type=DWNL	CTC	support@ctc.ch
Protein Simple	Maurice Empower Control Kit	Protein Simple - part number P/N 104-0040 for the Maurice Empower® Control Kit which includes one Empower 3 Protein Simple iCE Control License.	Protein Simple	Email: support@proteinsimple.com Telephone: 1-408-510-5500 Toll-free (US & Canada): 1-888-607-9692, option 3 http://www.proteinsimple.com/email_support.html