

CUSTOMER CASE

WATERS internal research laboratory



Sector, activity

Analytical Instrumentation, demonstration, testing and validation of LC-MS systems .

Interviewed

Application Specialist / LC-MS Specialist

Main Location, city

Sesto San Giovanni (Milan, Italy)



APPLICATION

The Italian Waters showroom required a reliable and stable nitrogen supply for LC-MS demonstrations and method optimization. Live demo environments demand constant gas purity, pressure stability, and low noise to ensure optimal instrument performance and a seamless customer experience.

The application involved continuous operation under real laboratory conditions, making reliability and system integration critical.

NEEDS

The customer needed a tailored nitrogen generation solution able to:

- A) Support several Waters LC-MS systems at the same time with high-purity nitrogen.
- B) Guarantee continuous and stable gas flow.
- C) Integrate silent and vibration free solution into a showroom environment.
- D) Eliminates any dependency on external gas cylinders.
- E) Be supported by fast, expert service.

After evaluating previous solutions, the customer chose a Castore XL iQ nitrogen generator, configured specifically for their application needs.

SOLUTION

LNI worked closely with the Waters team to deliver a customized Castore XL iQ installation.

The solution provided on-site nitrogen generation with consistent purity and pressure, optimized for LC-MS operation.

Following the successful installation and performance of the first unit, the customer's satisfaction led to the purchase of a second Castore XL iQ, confirming trust in both the technology and the partnership. Thanks to the electronic auto backup connection of these two nitrogen units, the whole lab can be fed seamlessly.



IMPROVEMENTS

90% Reduction in gas logistics and cylinder handling

80% Improved operational continuity and system uptime

What have you improved?

Waters is a global leader in analytical instrumentation.

By integrating LNI nitrogen generation technology into its Italian showroom, Waters ensures optimal LC-MS performance while offering customers a real-world demonstration of reliable, sustainable gas supply solutions.

- Increased reliability for live LC-MS demonstrations
- Lower operating costs and simplified gas management
- Improved safety and working conditions
- Trusted technical support and responsive service.