Diagnostic Questionnaire

DELTA/DELTAI

Revised: 06/09/2023

This Service Procedure assists the user and ANKOM Analytical & Technical Service teams in diagnosing issues that may arise with the ANKOM Delta Fiber Analyzer.

Name: _____ Date: _____

Location:_____ E-Mail:_____

Instrument Serial #: _____ Phone #: _____

1. Record which version of the program is on your instrument?

   _____

   (This can be observed at power up just after the drain valve closes.)

2. Turn instrument On, observe the drain valve in the bottom of the vessel. It should open and then, after 10 seconds, close. Did this occur? **Y** **N**

3. **Bag Suspender Inspection:** Open the vessel. Remove the bag suspender and inspect as defined in Service Procedure 06 (Bag Suspender Check) which can be found on the ANKOM website at: https://www.ankom.com/sites/default/files/document-files/DES006_Bag_Suspender_Check.pdf. Repair or replace bag suspender as needed.

4. **Analog Reading Inspection:** Press down arrow on control console repeatedly until you reach the "Run Analog" setting, then press "Enter". Record values below. *Expected Temp approx. 20 (ambient temperature in vessel).

LVL *(Target, 7V)*	**PV** *(Target,0 PSI)*	**PM** *(Target 0 PSI)*	**Temp** *(Target ~20C) **	**Temp on side** *(Target ~20C) **

5. **Drain Function Check:** With bag suspender still removed, press down arrow on control console until you can select "Boil Test". With water turned on and the vessel top still open, press "Start". Observe water filling the vessel. Switch power off once you observe approximately 2.5 CM or 1 inch of water in vessel. Pause for a few moments and turn the instrument power back on. Observe drain open and water drain out of the vessel. Did the water drain? **Y** **N**

6. **Level Sensor Check:** Reinstall bag suspender assembly and weight into the vessel. LEAVE VESSEL OPEN FOR THE START OF THIS TEST. Turn instrument back on and press down arrow to select "Boil Test" again. Press start to begin the test. Observe the display while the vessel fills. As soon as the water reaches the level sensor, record the value here: _____ Expected value < 1V.

7. **Agitation System Check:** Observe the bag suspender. Is it rising and falling in a steady rhythm? **Y** **N**

8. CLOSE VESSEL NOW and allow the instrument to continue with the Boil Test. Record the Readings on the next page.

9. **Boil Test Readings:** Record the readings displayed on the control console and the Ascon Controller on the side of the instrument each minute for the next 20 minutes.

Minute	*Temp (C)*	*Pressure (PSI)*	*Ascon (C)*	*Minute*	*Temp (C)*	*Pressure (PSI)*	*Ascon (C)*
1				*11*			
2				*12*			
3				*13*			
4				*14*			
5				*15*			
6				*16*			
7				*17*			
8				*18*			
9				*19*			
10				*20*			

10. If you have concerns about your analytical results, please complete the remainder of the questionnaire.
    a. What is the sample (and target value) in question?
    b. Please attach the following:
        i. Your calculation spreadsheet (Excel format) of the sample/s in question, including blanks.
        ii. Your calculation spreadsheet of the ANKOM check sample, including blanks.

11. The largest contributor to poor results is the effect of static electricity on the weighing process. To eliminate static electricity while bags are weighed, you MUST use the Bag Weigh Holder (ANKOM Part Number TDF52) during the weighing process. Can you confirm that the Bag Weigh Holder was used? **Y** **N**

12. Provide this document to the support personnel for analysis.

SCAN AND E-MAIL or FAX THE COMPLETED FORM TO 315-986-8091