Diagnostic Questionnaire
A2000/A2000I

This Service Procedure assists the user and ANKOM Analytical & Technical Service teams in diagnosing issues that may arise with the ANKOM A2000 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**   Circle one

3. **Bag Suspender Check:** Open the vessel. Remove the bag suspender and inspect as defined in Service Procedure 06 (Bag Suspender Check) 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 until you reach the "Run Analog" setting, then press "Enter". Record values below. *Expected Temp approx. 20 (ambient temperature in vessel).

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

5. **Flush Mode & Agitator Test:** Disconnect solution supply Lines. Repeatedly press the DOWN arrow button on the console until you see "Flush Mode" on the display and then press ENTER button. Look in the vessel to confirm that the agitator is turning freely. Does Agitator move freely. **Y**   **N**   Circle one

6. Attach the Amylase container to the A Port on the left side of the instrument, when viewed from the front. Pour water into the container and verify that the water flows freely into the vessel and out of the drain. Repeat this step with the B Port. Does the water flow freely in both ports? **Y**   **N**   Circle one

7. Press and hold the START button and verify that the water is flowing into the vessel.   Does the water flow into the vessel? **Y**   **N**   Circle one   Exit the Flush Mode by pressing the ENTER button.

8. **Level Sensor Check:** Fill a pitcher with about 2L of hot water and set it aside for a later step.

9. With the bag suspender and weight installed. Select Crude Fiber, Enter. Select ENTER when it says Insert Samples (don't close the lid yet). Then select START.

10. Record reading from the display. Expected reading should be between 5 and 10 volts. Actual Reading: _____

11. Carefully pour pitcher of water from step 8 into the vessel until it covers the level sensor. Keep an eye on the display. The previous voltage should change when the sensor is covered with water. Expected voltage is less than 1 V. Actual Voltage _____

12. Close and tighten vessel lid and continue Crude Fiber run.

13. **Crude Fiber Test:** Record the readings displayed on the control console and the controller on the side of the instrument each minute for the next 20 minutes. Use chart on below:

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

14. If you have concerns about your analytical results, please completed the remainder of the questionarie:
    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.

15. 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**

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

SCAN AND/or E-MAIL THE COMPLETED FORM TO REQUESTER