

This Service Procedure assists the user and ANKOM Analytical & Technical Service teams in diagnosing issues that may arise with the ANKOM 200 Fiber Analyzer.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Location: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Instrument Serial #: \_\_\_\_\_ Phone: \_\_\_\_\_

1. Turn instrument off and remove the Bag Suspender Assembly. Rotate the drain handle located above the drain hose. Does the drain in the bottom of the vessel open and close **Y N** (Select one)
  
2. **Bag Suspender Check:** Inspect the bag suspender assembly as defined in Bag Suspender Check (DES006) found on the ANKOM website at: [https://www.ankom.com/sites/default/files/document-files/DES006\\_Bag\\_Suspender\\_Check.pdf](https://www.ankom.com/sites/default/files/document-files/DES006_Bag_Suspender_Check.pdf). Repair or replace bag suspender as needed.
  
3. Carefully pour approximately 2 Liters of water into the vessel and reinstall the bag suspender. Close and tighten the vessel lid and press the Heat and the Agitate buttons. Note the starting temperature in the table below. Each subsequent minute, enter the new temperature in the table below.

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

4. Did you observe the water boiling in the vessel? **Y N** (Select one)

5. 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?

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- 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.
6. 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** (Select one)
7. Provide this document to the support personnel for analysis.

***SCAN or E-MAIL THE COMPLETED FORM TO THE REQUESTER***