Diagnostic Questionnaire

TDF / TDFI

Service Procedure #000
Revised: 05/19/2023

This Service Procedure assists the user and ANKOM Analytical & Technical Service teams in diagnosing issues that may arise with the ANKOM^{TDF} Dietary Fiber Analyzer.

Name: _____ Date: _____

Company: _____ E-Mail: _____

Instrument Serial #: _____ Phone #: _____

1. What version of the program is on your instrument?
   _____
   (It is displayed on the Touch Screen at the bottom of the Diagnostics page)
2. How often is the instrument run each month? _____
3. What Methods? _____
4. What types of samples are run?
   _____
5. Is a particular sample type more problematic / which one?
   _____
6. Describe the concern with the ANKOM^{TDF} instrument and/or results.

Please upload your data sheet(s) when you upload this form.

7. Are there any fault codes on the instrument; what is the E# of the fault?
   _____
8. Have the FAQs related to the fault been reviewed at: ANKOM.com/technical-support? _____

9. If there was no fault, perform the enzyme deliver routine next:
    a. Obtain three enzyme containers and fill each with 30 ml distilled water. Connect the containers to their fittings on the enzyme container bracket. Go to Diagnostics and press "Motor Test". Select "Set Valves" and open the "Amylase Supply" valve and the "Waste" output valve. Close all other valves. Set the volume to 5 ml (this should delivery 5ml per station = 30 ml total). Set speed to "120 RPM" and press "GO". Record below the MAX pressure reading on the display for each of the deliveries.
        i. Amylase _____psi Protease _____psi AMG_____psi
    b. Confirm 30mls is withdrawn from the Amylase vial. Refill the Amylase container to 30 ml of water. Repeat this test for Protease and for AMG. After each test, start the next test with all three containers filled. Verify that for each enzyme delivery that the correct volume was drawn from the correct container and that nothing was withdrawn from the other two containers. Does the instrument withdraw all 30 ml from each enzyme container, as it should have done?

    Y N Check one

10. Does the sample agitation appear adequate to ensure no settling of sample, while not causing sample to be splashed and stuck above the fluid line in the bag? **Y** **N** **Check one**

11. Has volume calibration been performed within the last 30 days? **Y** **N** **Check one**

    If not, perform as specified in Operator's Manual, p.90.

    Initial weight results?

    a. Station 1:_____ stn 2:_____ stn 3:_____ stn 4:_____ stn 5:_____ stn 6:_____

    Post-calibration weights?

    b. Station 1:_____ stn 2:_____ stn 3:_____ stn 4:_____ stn 5:_____ stn 6:_____

Submit this form at:
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or
ANKOM.com/contact/analytical-services