This Service Procedure assists the user and ANKOM Technical Service diagnose issues that may arise with the ANKOM XT10 and XT15 Fat Analyzers.

Customer Name: _____ Date: _____

Location:_____ E-Mail:_____

Instrument Serial #: _____ Best phone # to reach you: _____

1. What version of the program is on your instrument? _____
   (It is displayed on the LCD screen immediately after turning the instrument on, after the instrument name, XT10 or XT15.)
2. Describe the current and past problems / symptoms
   _____

   _____
3. When is the last time you had your instrument serviced? _____

   What was done? _____
4. What is the fault displayed on the LCD screen? _____
5. How often does the fault occur? _____
6. How often is the instrument run? _____
7. Solvent used: _____What type of samples do you run? _____
8. How many years has the instrument been in service? _____
9. Do you hydrolyze your samples before extractions are run? _____
10. Water supply: Do you use a chiller or laboratory water? _____
11. What is the temperature of the water supplying the XT? _____°C
12. What is the air temperature of your lab? _____°C
13. Turn the instrument OFF and the water supply ON. Do you observe water flowing out of the drain line? YES/NO

PLEASE PERFORM THE FOLLOWING TEST AND SEND THE RESULTS TO SERVICE@ANKOM.COM

1A. (For XT10) Add 350 ml of solvent to the vessel.

1B. (For XT15) Make sure sufficient solvent is in the sight glass, if not, add as needed.

2. Turn Instrument on and run a 20 minute extraction.

3. (For XT15) Record the time to fill the vessel _____ seconds.

4. Record temperature (LCD screen) and pressure (gauge) readings every minute until "Process Complete" or a fault appears on the LCD screen.

1._____°C/_____psi	11._____°C/_____psi	21._____°C/_____psi
2._____°C/_____psi	12._____°C/_____psi	22._____°C/_____psi
3._____°C/_____psi	13._____°C/_____psi	23._____°C/_____psi
4._____°C/_____psi	14._____°C/_____psi	24._____°C/_____psi
5._____°C/_____psi	15._____°C/_____psi	25._____°C/_____psi
6._____°C/_____psi	16._____°C/_____psi	26._____°C/_____psi
7._____°C/_____psi	17._____°C/_____psi	27._____°C/_____psi
8._____°C/_____psi	18._____°C/_____psi	28._____°C/_____psi
9._____°C/_____psi	19._____°C/_____psi	29._____°C/_____psi
10._____°C/_____psi	20._____°C/_____psi	30._____°C/_____psi

5. When a temperature reaches 90°C, reflux water will start to flow.

    a. Record flow rate observed in flow gage_____

6. During the run is there any solvent dripping into the vent bottle? Circle: YES/NO

7. During the run, what is the temperature of the water coming out of the drain line? _____°C

8. When run is complete, record the amount of solvent in the following,

    Vessel _____ml

    Teflon Cup _____ml

    Vent Bottle _____ml

    Site Glass _____ml

E-MAIL or FAX THE COMPLETED FORM TO SERVICE@ANKOM.COM or 315-986-8091