

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 #: _____ Phone #: _____

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

3. How many years have you used this instrument? _____
4. When was the last time you had the instrument serviced? _____
What was done? _____
5. Is a fault displayed on the LCD screen? YES/NO. If Yes, what is the fault? _____
6. How often does the fault occur? _____
7. How often is the instrument run? _____
8. What solvent/s do you typically use? _____
9. What type of samples do you run? _____
10. How many years has the instrument been in service? _____
11. Do you hydrolyze your samples before extractions are run? _____
12. Water supply: Do you use a chiller or laboratory water? _____
13. What is the temperature of the water supplying the XT? _____ °C
14. What is the air temperature of your lab? _____ °C
15. Turn the instrument OFF and the water supply ON. Do you observe water flowing out of the drain line? Y N

Test Run

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

1B. (For XT15) Ensure the solvent level is to the line on the sight glass, if not, add solvent.

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 the screen reads "Process Complete" or a fault appears.

Time (min)	Temp (C)	Pressure (PSI)	Time (min)	Temp (C)	Pressure (PSI)	Time (min)	Temp (C)	Pressure (PSI)
1			11			21		
2			12			22		
3			13			23		
4			14			24		
5			15			25		
6			16			26		
7			17			27		
8			18			28		
9			19			29		
10			20			30		

5. When a temperature reaches 90°C, reflux water will start to flow.
 - a. Record flow rate observed from flow gauge _____ (Expect 2-3 GPH w/chiller or 6 GPH w/Tap water)
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)

9. 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.
10. The largest contributor to poor results is poor moisture control. Please do a moisture content (dry matter) analysis of your check sample. This is done by:
 - a. Weighing the initial empty filter bag and sample before drying.
 - b. Drying the sample for 3 hours at 100-105C
 - c. Weighing the bag with sample after drying is complete.
 - d. Calculate moisture content by expression weight loss as a percentage of the initial weight. Please attach the calculation spreadsheet of the ANKOM check sample, including blanks.

RETURN COMPLETED FORM VIA EMAIL