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FULL SPECTRUM ANALYTICS INC.

FSA Ticket # 16861 3/13/2019
Workorder # 13866
Region: F02
Vendor Ref #

www.fsaservice.com/forms/Warranty.pdf

SITE LOCATION	BILL TO:
City of Scottsdale, Police Department 7601 East McKellips Road, Scottsdale, AZ 85257 United States Mr. Allan Kosecki, pkosecki@scottsdaleaz.gov	Full Spectrum

Service Rep: Tom Yeoman	Service Type: Repair	Quality Level: Standard
Billing Type: Non-Billable	Payment Method: Service Contract	PO#: N/A

System ID	Manufacturer	Model	Serial#
GC w/ HS	Agilent	7697	US14173023
Additional Instruments			

PROBLEM DESCRIPTION:

Carousel not moving properly, possible vial stuck in carousel.

SEE ATTACHED MEMO TO FILE
AK 3/15/19

WORK PERFORMED:

A vial was left in the gripper assembly when the problem occurred, removed front cover off of gripper and manually removed vial from gripper. Rebooted Chemstation software and GC and headspace. Once vial was removed from gripper, remaining vials were returned to the sampling tray by the headspace normally. Ran automated tray alignment procedure, alignment completed successfully. Checked shutter movement, movement is normal. Vertical movement of gripper was jerky, cleaned and lubricated vertical rod in gripper, movement is now smooth. Checked and tightened all fittings on sampling valve. Alan ran a sample and the results were normal, system is ready to run.

Parts Total:

HOURS	RATE	TOTAL	
Labor Hours: 2.0	Labor Rate: $330	Labor Total:	$660
Travel Hours: 2.5	Travel Rate: $330	Travel Total:	$825
	Extended Travel: $0	Misc. S&H:	$0.00
	NOT AN INVOICE, TAXES NOT INCLUDED	Total Labor: Report Total: Credit Amount:	$1485 $1485.00 $1485.00
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		Balance Due:	**$0.00**

Memorandum

Date: **March 15, 2019**

To: **File**

From: **Allan Kosecki, Blood Alcohol Technical Leader**

Re: Agilent 7697 # US14173023 service call 03/13/19

Service Report 13866 does not correctly list the problem description for which service was requested. This instrument does not have a carousel so the problem could not have been described to the technician as "carousel not moving properly". The problem was described to Joe Galvez, the Lab's regular service technician, as a vial was unable to be loaded into the oven and was still being held by the gripper on the crane. Joe Galvez originally was scheduled to come for service; but later, said that he could not make the appointment and would send Tom Yeoman. It appears that there was some miscommunication between the two technicians as to the problem.

During run 7Mar19 vial 33 failed to load into the oven and the run aborted. The error message was that the vial could not drop into the oven. The vial was still in the crane after the run had aborted and the crane was in its home position. The vial was askew in the crane gripper. Upon initial inspection, I thought that the vial had not dropped into the oven because the gripper on the crane had failed to release the vial. Based on this assumption I placed a call for service and described the problem as a vial was unable to be loaded into the oven and was still being held by the gripper on the crane.

When Tom came for service, he indicated that there did not appear to be any issue with the crane. Tom completed the work described in his service report. After Tom left, I started a sequence using the same headspace vials that were on the instrument when the run aborted to confirm that they would all be loaded correctly. During this test run vial 33 again failed to load into the oven. Upon closer inspection of the error message indicting that the run had been aborted, I observed that it had additional information further down the screen recommending: "check label". I removed vial #33 and observed that the label that was on vial 33 had not been applied smoothly leaving a section of label sticking out from one side of the vial by more than 1 mm. The label sticking out was causing the vial from fitting into the oven by increasing its effective diameter to a size too large to fit into the oven. Vial 33 was replaced with a new headspace vial with the label smoothly applied and the sequence was restarted to confirm that all vials could be loaded into the oven. All samples were transported by the crane correctly and loaded into the oven and out of the oven correctly. This testing supports that the only problem with loading a vial into the oven was a label applied incorrectly to headspace vial 33. Following this testing, a volatile mix was run on the instrument.