

Alaska Scientific Crime Detection Laboratory
Change in Instrument Status Form

Version: 6.0

Effective: 1/17/2024

Date: 9/21/2024

Instrument #: 100413

Instrument Location: Fairbanks PD

Supervisor Name and Agency: Megan Carlock - SCDL

Describe the Status Change or Issue with the Instrument:

Sgt. Stephen Hancock contacted the Crime Lab regarding an incomplete subject test due to a stuck 5-way valve. Written instructions were provided to check and free the 5-way valve. After that, the instrument gave an interference detected error. It was recommended that the instrument be turned on/off and a test be tried again closing the lid. A test without subject errors was performed. Troubleshooting occurred between 9/23/24 to 9/30/24.

If instrument was placed in service or removed from service, fill out the appropriate sections below.

In Service Date/Time: N/A

Out of Service Date/Time: N/A

For Use by SCDL

Additional Notes

Click or tap here to enter text.

Email completed form to dps.scdl.toxicology@alaska.gov.

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Approved by: Chemistry Supervisor

Carlock, Megan (DPS)

From: Carlock, Megan (DPS)
Sent: Monday, September 30, 2024 8:23 AM
To: Stephen Hancock
Subject: RE: DataMaster 100413 Issue

Good, I'm happy that worked! If the 5-way valve starts to stick more often or you keep getting status messages, please let me know and I will see what I can do.

Sincerely,

Megan Carlock (Crouse)



Forensic Scientist II – Chemistry Section
State of Alaska Scientific Crime Detection Laboratory
907-269-3005

From: Stephen Hancock <SHancock@fairbanks.us>
Sent: Friday, September 27, 2024 11:50 PM
To: Carlock, Megan (DPS) <Megan.Carlock@alaska.gov>
Subject: Re: DataMaster 100413 Issue

Excellent, I was able to reboot it up and complete a successful test on it. Good call! You must do this for a living 😊

Thank you!!

Sgt. S. Hancock #219

Fairbanks Police Department

911 Cushman St.

Fairbanks, AK 99701

Phone: 907-450-6500

Email: SHancock@fairbanks.us



From: Carlock, Megan (DPS) <Megan.Carlock@alaska.gov>
Sent: Friday, September 27, 2024 9:44 AM
To: Stephen Hancock <SHancock@fairbanks.us>
Subject: RE: DataMaster 100413 Issue

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Great, I'm glad you got the valve unstuck! I'm not seeing anything obvious from the pictures that would cause a status message. Did you happen to try to run the test with the lid open? Sometimes when we try to run a test with the lid open/or right after it was open it can give a status message. My recommendation would be to try to run another test now that it has been sitting for a while. Let me know if you get another status message and I will look into it further.

Thanks!



Megan Carlock (Crouse)
Forensic Scientist II – Chemistry Section
State of Alaska Scientific Crime Detection Laboratory
907-269-3005

From: Stephen Hancock <SHancock@fairbanks.us>
Sent: Friday, September 27, 2024 8:04 AM
To: Carlock, Megan (DPS) <Megan.Carlock@alaska.gov>
Subject: Re: DataMaster 100413 Issue

Hey, so the valve was definitely stuck. I followed the instructions you sent (which were perfect) and it corrected that issue. However, when I ran the test, though, I still got an interference error when it checked the external standard. I re-checked and the valve was still no longer stuck (or re-stuck?), so I have attached some photos of what it is looking like. Maybe there is something obvious that will stick out to you.

Thanks!

Sgt. S. Hancock #219

Fairbanks Police Department

911 Cushman St.

Fairbanks, AK 99701

Phone: 907-450-6500

Email: SHancock@fairbanks.us



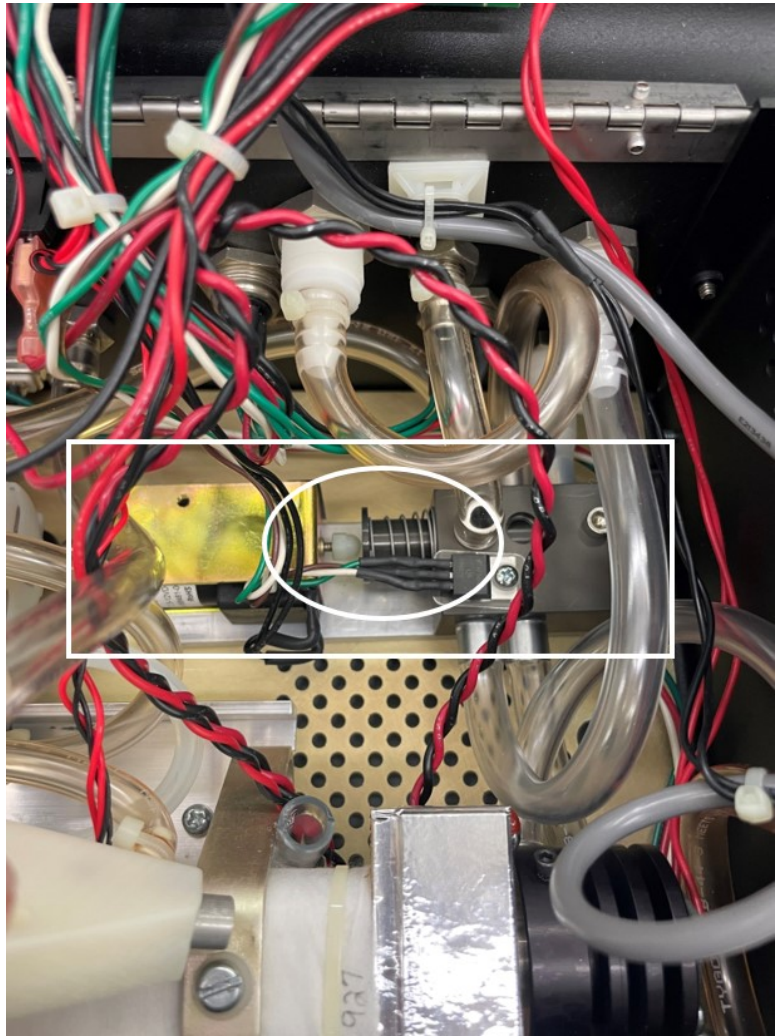
From: Carlock, Megan (DPS) <Megan.Carlock@alaska.gov>
Sent: Monday, September 23, 2024 11:03 AM
To: Stephen Hancock <SHancock@fairbanks.us>
Subject: RE: DataMaster 100413 Issue

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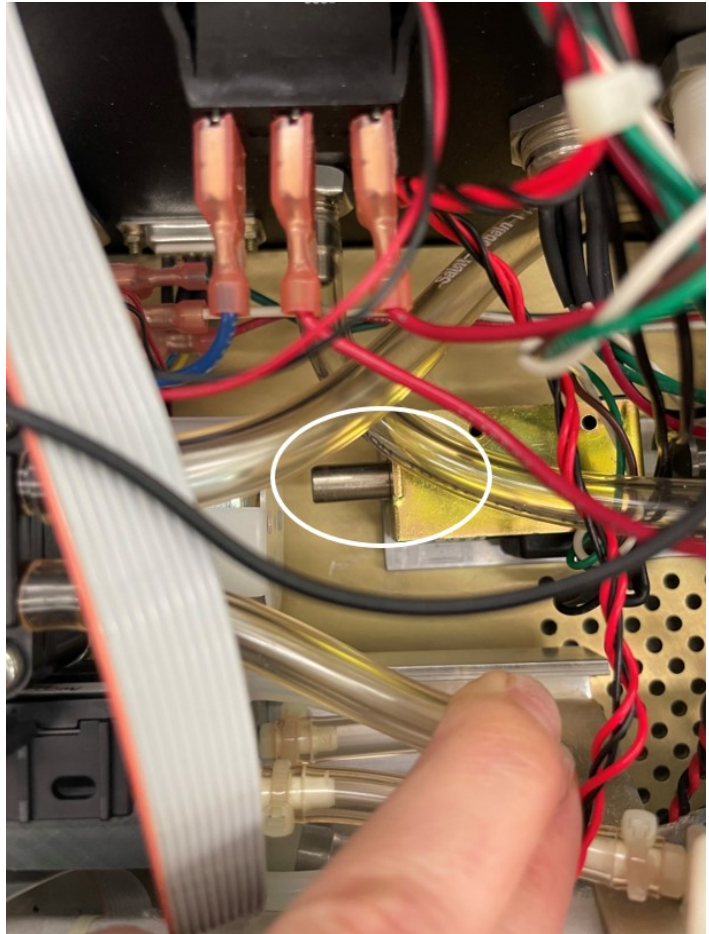
Hi Sgt Hancock,

I'm going to ask you to do some troubleshooting to see if we can resolve the issue with your DataMaster. If you run into any problems or have questions at any point, do not hesitate to call me. My work phone is (907) 269-3005 and my cell is (717) 342-4790.

1. Please turn the instrument OFF while you are troubleshooting it.
2. Unscrew the top lid so you can access the main compartment of the instrument.
3. The 5-way valve is located on the top right-hand corner of the instrument, you should see the gold box and the grey box to the right of it with a bunch of hoses connected

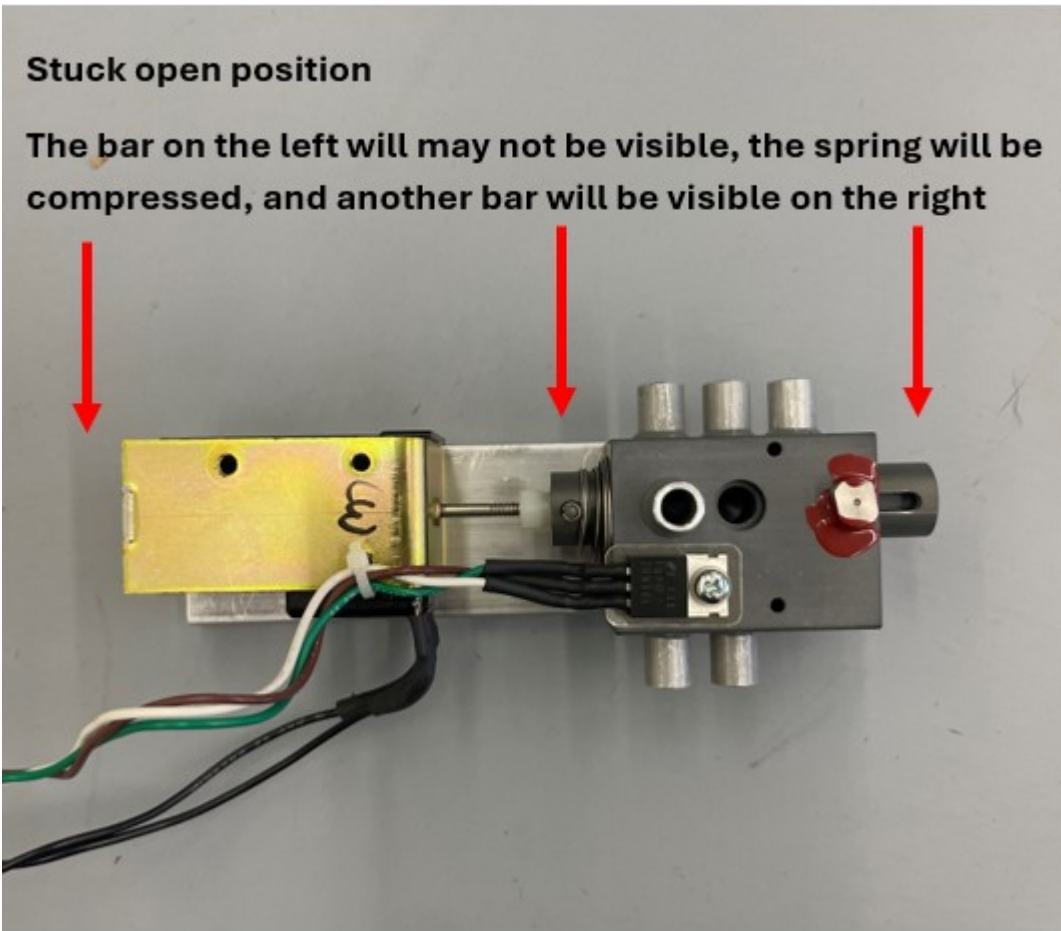
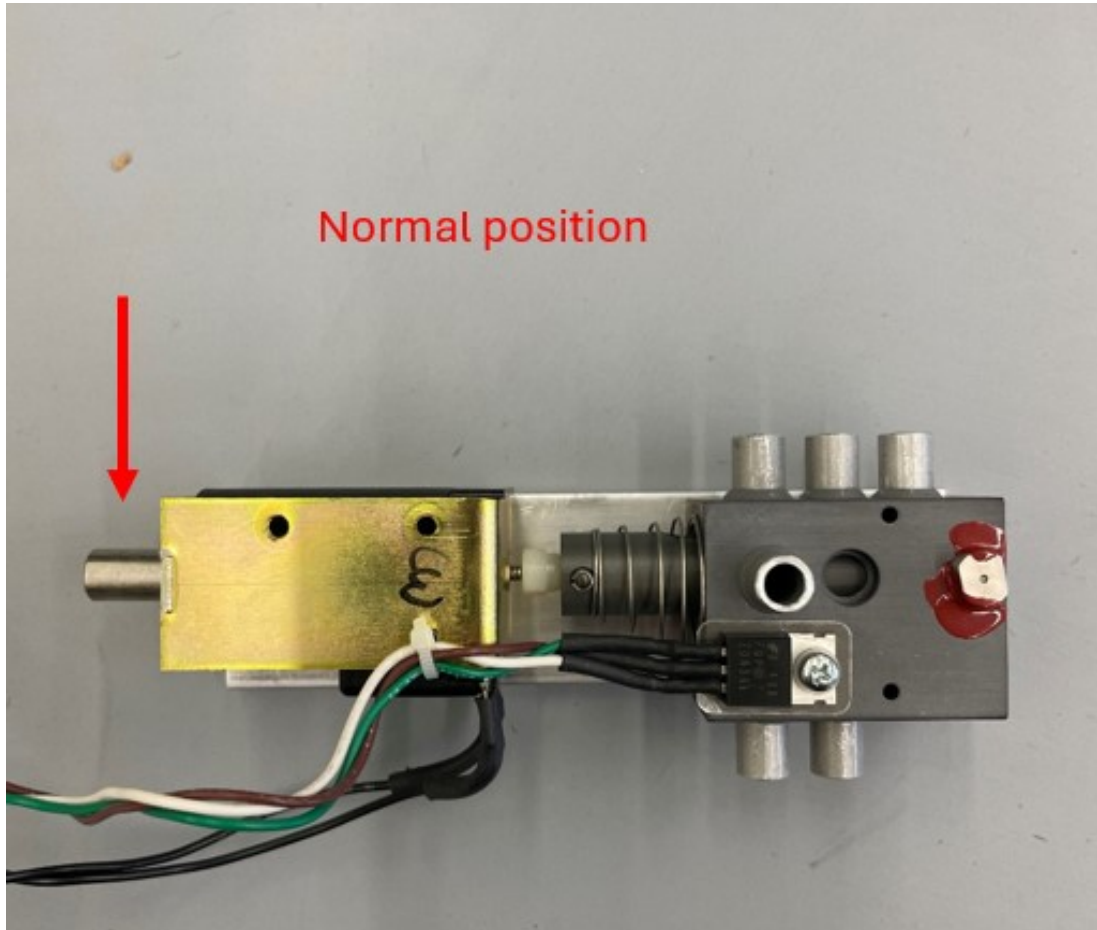


- a. This is the part inside the square.
- 4. There are two places that could be stuck open or sticking. The bar on the left and the piece with the spring in the center
 - a. This is inside the oval of the picture above.



b. The bar is inside the oval of this picture.

5. You might need to pop this back into the normal position first (see the picture below). Press the bar in a few times, it should feel smooth and go back to the original position.
6. You might need to pop this back into the normal position first (see the picture below). Press the piece with the spring in a few times, it should feel smooth and go back to the original position.



7. If either of these get stuck open, gently pop them back into the original position.
8. If this resolves the issue, turn the instrument back on and try running a test or VOC to make sure it operates correctly.
9. If they feel sticky or do not move smoothly, please let me know.

Sincerely,



Megan Carlock (Crouse)

Forensic Scientist II – Chemistry Section
State of Alaska Scientific Crime Detection Laboratory
907-269-3005

From: Walton, Derek J (DPS) <derek.walton@alaska.gov>
Sent: Monday, September 23, 2024 7:34 AM
To: SHancock.4soa <SHancock@fairbanks.us>
Cc: Catacutan, Paulyne C (DPS) <paulyne.catacutan@alaska.gov>; Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>; Carlock, Megan (DPS) <Megan.Carlock@alaska.gov>
Subject: RE: DataMaster 100413 Issue

Hello Ofc. Hancock,

Thank you for contacting us about this. This could be a stuck 5-way valve.

Megan, will you please reach out to Ofc. Hancock to do some basic troubleshooting such as manually moving the 5-way valve back and forth? If it's sticky at that point, please send Ofc. Hancock a replacement instrument.

Derek J Walton

Chemistry Supervisor
Alaska State Crime Lab
907-269-5628

From: Stephen Hancock <SHancock@fairbanks.us>
Sent: Saturday, September 21, 2024 2:05 AM
To: Walton, Derek J (DPS) <derek.walton@alaska.gov>; Catacutan, Paulyne C (DPS) <paulyne.catacutan@alaska.gov>
Subject: DataMaster 100413 Issue

CAUTION: This email originated from outside the State of Alaska mail system. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello!

I have encountered an issue in which the instrument is not reading the breath sample, resulting in an incomplete error. This occurred with a subject, and then I tested it myself to verify the problem was occurring. When blowing in the hose, I could not feel any air leaking out from where the hose

attaches to the rear of the Datamaster, and the hose appears to be connected correctly. I also verified that the power running to the hose was secured and that the hose was warming properly. So, I am at a loss. The air goes into the instrument, but it is not reading it. It does not even show the graph when blowing.

I also attempted the classic I.T. move of turning the instrument off, unplugging it, waiting, and then powering it back on. This might have actually made it worse. After restarting it, I tried to run two tests. On both tests, I got an interference detected error (not RFI) during the external standard check, which has me even more confused as to how I could get interference during the external standard check.

Let me know if there is some quick fix thing I can try to correct the issue.

Thanks!

Sgt. S. Hancock #219

Fairbanks Police Department

911 Cushman St.

Fairbanks, AK 99701

Phone: 907-450-6500

Email: SHancock@fairbanks.us

