
Capstan Diagnostic Method

PHASE 1 — Reset the Story → IDENTIFY Symptom

- Clear prior conclusions
- Treat all prior info as unverified
- Gather fresh data

We troubleshoot the system — not the narrative.

PHASE 2 — REPRODUCE SYMPTOM

Identify what is actually happening.

- Rate stable or unstable? Pressure?
- Any fault codes/errors? Exact Code?
- Constant or intermittent? Has it ever worked?
- Strainers and Boom Clean?
- Pictures/Videos?

If you cannot categorize it → you are not done gathering data.

PHASE 3 — VERIFY SETUP

- Firmware Version Confirmed
- Basic/Advanced Setup Guide Checked
- Pre-Delivery Steps Checked

Do not ask “Did you check?” Ask “Read me the number.”

PHASE 4 — ISOLATE SYMPTOM CATEGORY

All failures live in one of five domains:

- Configuration
- Mechanical / hydraulic
- Electrical power
- CAN communication
- Component failure

If you are jumping between domains, slow down.



PHASE 5 — CONTROLLED TESTING

Change one variable at a time.

- Electrical load testing
- Manual mode testing
- Swap Components
- Inspect fold joints

Observe → record → confirm

PHASE 6 — KNOWLEDGEBASE

- Exact symptom
- Error code
- Behavior pattern

Apply confirmed precedent before escalating.

PHASE 7 — ESCALATE WITH DATA

Escalate only if:

- Setup verified
- Firmware verified
- Knowledgebase Searched
- CAN integrity confirmed
- Issue reproducible

Escalation Package Must Include:

- Exact Symptom
- Pictures/Photos/Videos
- Tests Completed
- Error Codes

FINAL RULES

- It either never worked or it used to work → Focus on what changed
- 83% of problems are set up or calibration → Always Verify First
- Change one variable at a time → Isolation is the key to quick success
- Data beats opinion → Data Solves Issues, not emotions
- Diagnostic First, Phone Last→ Easy button doesn't lead to Education

