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## 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 →
- 83% of problems are set up or calibration →
- Change one variable at a time →
- Data beats opinion →
- Diagnostic First, Phone Last→

Focus on what changed

Always Verify First

Isolation is the key to quick success

Data Solves Issues, not emotions

Easy button doesn't lead to Education

