



DMT Technical Support Inquiry

DMT Serial #: 100157
 Date Initiated: 12/26/24
 Initiated By: JSD

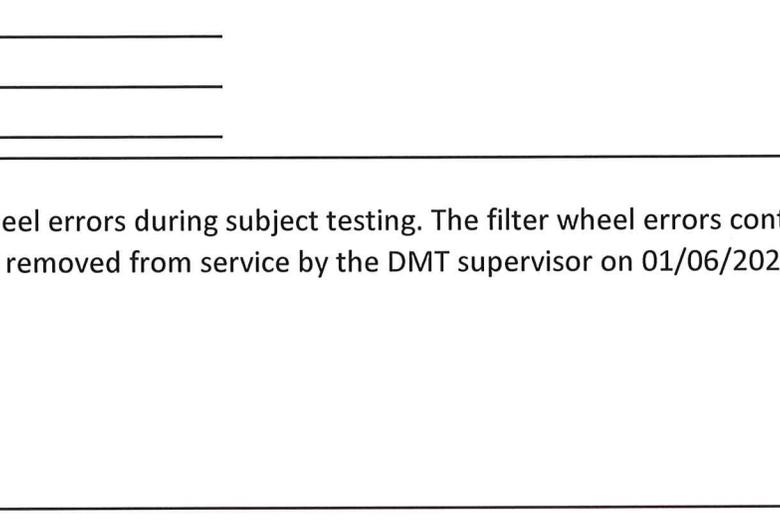
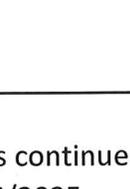
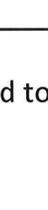
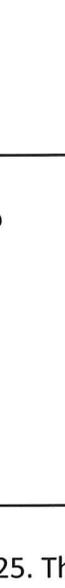
Problem:

DMT supervisor reported filter wheel errors during subject testing. The filter wheel errors continued to intermittently occur. The DMT was removed from service by the DMT supervisor on 01/06/2025.

Work Performed:

The DMT was removed from the agency on 1/15/2025 and replaced by a refurbished DMT on 1/24/2025. The DMT was then prepared to be sent to the instrument manufacturer for refurbishment.

Performed On-Site
 Performed In-House

Performed By: Jeffery Dukette  Date: 1/27/2025
 Technical Reviewer:  Date: 1/29/25
 Administrative Reviewer:  Date: 1/29/25
 Director Reviewer:  Date: 1/30/2025

Re: DMT #100157

From Christopher Jones3 <Christopher.Jones@colchesterpdvt.org>
Date Wed 2025-01-15 6:36 AM
To DPS - DMT <DPS.DMT@vermont.gov>

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Good Morning Jeff,

Thank you for the update, I will be here all day so when Amanda arrives she can ask for me. We have been utilizing neighboring agencies in the mean time, hopefully they hold out and keep working.

Chris.

From: DPS - DMT <DPS.DMT@vermont.gov>
Sent: Tuesday, January 14, 2025 8:13 PM
To: Christopher Jones3 <Christopher.Jones@colchesterpdvt.org>
Subject: Re: DMT #100157

Hey Chris,

Just an FYI, Amanda will be swinging by tomorrow (Wednesday) and grabbing your DMT. Unfortunately you'll be out a DMT for a little bit as we work through getting you a new one. We will be returning one to Milton PD later this week or early next which gives you an option north of you in addition to available DMTs throughout Chitt county.

Unfortunately, the DMT we had allocated to you will be sent to Bennington county, which has almost no DMTs anymore. Apologies for the inconvenience. I cannot provide you a timeline for your DMT return at this time, but, with any luck, testing will continue to go well and we will get one back to you before you know it.

Thanks,

Jeff

From: Christopher Jones3 <Christopher.Jones@colchesterpdvt.org>
Sent: Friday, January 10, 2025 9:29 AM

100157

jsd

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To: DPS - DMT <DPS.DMT@vermont.gov>

Subject: Re: DMT #100157

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Thank you, I know that units are old and breaking all around and your staffing is thin.

Chris

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From: DPS - DMT <DPS.DMT@vermont.gov>

Sent: Friday, January 10, 2025 9:27:39 AM

To: Christopher Jones3 <Christopher.Jones@colchesterpdvt.org>

Subject: Re: DMT #100157

Hey Chris,

Apologies for the delay in response. It sounds like you may have an issue with your controller board. Our best approach right now is to get you a new DMT. I am working through the testing now and will hopefully be able to get you a replacement in a week or two. I'm sorry for the inconvenience as I know DMTs are short in the field right now. This refurb project has thrown a few curveballs at us, causing some delays in repairs and replacements. We are working through it as fast as we can and will get you a DMT as soon as possible.

Thanks,

Jeff Dukette, M.S., D-ABFT-FT

Forensic Chemist

Vermont Forensic Laboratory

45 State Drive

Waterbury, VT 05671

(802) 241-5275 (Direct)

(802) 585-5843 (Cell)

Jeffery.Dukette@vermont.gov

From: Christopher Jones3 <Christopher.Jones@colchesterpdvt.org>

Sent: Friday, January 10, 2025 9:21 AM

To: DPS - DMT <DPS.DMT@vermont.gov>

Subject: Re: DMT #100157

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Good morning,

100157

JD

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Just following up that this mail was received.

Thanks

Chris

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From: Christopher Jones3

Sent: Monday, January 6, 2025 9:33:44 AM

To: DPS - DMT <DPS.DMT@vermont.gov>

Subject: DMT #100157

Good Morning,

I am writing to let you know that our DMT is experiencing the same issue; "Filter Wheel Error". This occurred over the weekend and as of this morning it still hasn't reset itself like it did earlier. At this point out DMT will be out of service.

Thank you

Chris

100157

jsD

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Re: DMT 100157

From DPS - DMT <DPS.DMT@vermont.gov>

Date Fri 2024-12-27 9:04 AM

To Christopher Jones3 <Christopher.Jones@colchesterpdvt.org>

Thank you for letting us know. The filter wheel error is a mechanical error typically caused by the locking pin getting stuck or not firing. It often works itself out on it's own or needs a little nudge from us to get back into place. Sounds like it worked itself out this time. Thank you for your diligence in troubleshooting. I'll log this in our system in case it reoccurs. For now, you are good to continue to use the DMT.

Thanks!

Jeff

From: Christopher Jones3 <Christopher.Jones@colchesterpdvt.org>

Sent: Thursday, December 26, 2024 3:23 PM

To: DPS - DMT <DPS.DMT@vermont.gov>

Subject: DMT 100157

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Good Afternoon,

Please disregard the previous email, I decided to attempt a diagnostic check again prior to ending my shift. I guess it needed more then 3 hours to disperse the air in the room as the Diagnostic passed this time and machine appears to be working properly.

Thank you

Chris

100157

jsd

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DMT 100157

From Christopher Jones3 <Christopher.Jones@colchesterpdvt.org>

Date Thu 2024-12-26 9:29 AM

To DPS - DMT <DPS.DMT@vermont.gov>

EXTERNAL SENDER: Do not open attachments or click on links unless you recognize and trust the sender.

Good Morning,

Our DMT went down this morning showing "filter wheel error" while an officer was processing an intoxicated operator. My initial thought was the strong odor of intoxicants in the room caused the error. The DMT was shut down the room was vented of the odor. Upon restarting the machine and starting the diagnostic test the same error. I attempted this a second time leaving the unit powered down for approximately 5-10 minutes and verified that the breath tube was free from obstruction and again received the same error when starting the diagnostic test. I then attempted to purge the sample chamber and received the Filter Wheel Error and also a communication error.

The unit has now been placed out of service.

Thanks,

Chris.

100157

JSO

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