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| --- | --- |
| **PULS RMA:** | **CX-** |

**1) Customer data**

|  |  |
| --- | --- |
| Company Name: |  |
| Contact Person: |  |
| Department: |  |
| Phone: |  |
| Fax: |  |
| Email: |  |

**2) Unit data**

|  |  |
| --- | --- |
| PULS Sales Number: |  |
| Customer Part No: |  |
| Order Number: |  |
| Delivery Note No: |  |
| Serial Number(s): |  |
| Concerned quantity: |  |

**3) Failure/failure effect description:**

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|  |

**4) Please answer the following questions as accurately as possible**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Question** | **Answer** | **Remark** | |
|  | **General questions** |  |  | |
| **1.** | When did the problem occur? |  | | |
| **2.** | How many operating hours has the unit accumulated before failure? | Operating hours before failure: | | |
| **3.** | Was there any other event at the same time when the power supply failed (e.g. switch on/off of the whole system, switch on/ off of any large motors, …)? | Yes:  No: | | If yes, what event: |
| **4.** | Have other devices in the user’s application failed, too? | Yes:  No: | | If yes, which units? |
|  | **Questions regarding Application:** |  | |  |
| **5** | How is the power supply deployed? |  | | |
| **6** | What is the physical layout of the whole installation? |  | | |
| **No** | **Question** | **Answer** | **Remark** | |
| **7** | Is the power supply inside a control cabinet? | Yes:  No: | |  |
| **8** | Is the power supply mounted directly onto a moving or vibrating machine? | Yes:  No: | | If yes, how strong is the vibration?: |
| **9** | Is the power supply used in an outdoor location? | Yes:  No: | |  |
| **10** | Is it possible to get a photograph of the application? | Yes:  No: | | If yes, please provide picture(s). |
| **11** | What power is taken from the power supply? | 1. Continuous  Load:    Dynamic  Load(s): | | Typical load:       Ampere |
| **12** | Is the power supply used in connection with other power supplies? | Yes:  No: | | If yes, please describe how: |
| **13** | Is the power supply used to charge batteries? | Yes:  No: | |  |
| **14** | Is it possible that the load (e.g. a decelerating motor) feeds a reverse back voltage or power into the power supply? | Yes:  No: | |  |
| **15** | What is the power supply’s ambient temperature in the application? | °C | | |
| **16** | Is it possible that water, moisture or damp heat have contributed to the failure? | Yes:  No: | | If yes, please describe how: |
| **17** | Is mechanical shock or vibration a possible cause for the failure? | Yes:  No: | | If yes, please describe how high is vibration and shock: |
| **18** | Is the power supply mounted in its standard orientation? | Yes:  No: | | If no, please describe how you have mounted it (photo?): |
| **19** | How long are the input and output cables? (e.g. from a transformer to the load) | Length input:  Length output: | | Remarks: |
| **20** | What cable cross section do you use at input and output?  (e.g. from a transformer to the load) | Wire cross section input:  Wire cross section output: | | |
| **No** | **Question** | **Answer** | **Remark** | |
| **21** | Can you provide a wiring diagram or schematic of the application? | Yes:  No: | | If yes, please provide it |
| **22** | Are any frequency converters or servo amplifiers (e.g. for motor RPM controls) somewhere close to the power supply? | Yes:  No: | | If yes describe how: |
| **23** | What does the power supply’s input voltage look like? Is it possible that the voltage is close to or even below/ above the lower/upper specified range? (AC mains outlet/ standard socket? Mains Voltage? What type and rating of fuse? Powered by an AC-UPS, DC Source …?) | Yes:  No: | | If yes describe how: |
| **24** | In which country(s) did the failure occur?  How is the mains power specified? | Name of country:  Main power details: | | |
| **25** | Is it possible to talk directly to the contact at the customer who knows details about the failure if we think this might be helpful to improve or analyze the situation (name, e-mail, telephone)? | Yes:  No: | |  |