|  |
| --- |
| **Customer Questionnaire Concerning Non-Conforming Product by PROTON-ELECTROTEX, JSC** |
| **1. Customer information:** |
| **Date of issue:** |  | **Contact person:** |  |
| **Company name:**  |  | **Phone:** |  |
| **Country:** |  | **Fax:** |  |
| **City:** |  | **Е-Mail:** |  |
|  |
| **2. Returned device:** |
| **№** | **Type of device** | **Serial number** | **Release date** | **Date of the device delivery to the customer** |
| 1 | 2 | 3 | 4 | 5 |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| 3. Return due to technical reasons – Input testing of the device |
| \* |  |  electrical parameters do not conform to the technical requirements of the device  |
|  |  |
| \* |  | physical configuration does not conform to the technical requirements of the device  |
|  |  |
| \* |  | other: |  |
|  |
|  |
| 4 Return due to technical reasons – Failure analysis request  |
| **4.1 The time of failure/defect detection:** |
| \* |  | during installation of new facilities |
|  |  |  |
| \* |  | during start-up program of standard equipment, devices of PROTON-ELECTROTEX, JSC were used for the first time |
|  |  |   |
| \* |  | during start-up program of standard equipment, devices of PROTON-ELECTROTEX, JSC were in operation before |
|  |  |  |
| \* |  | during the operation: |
|  |  |  |
|  | \* |  |  < 1 year time of operation |
|  |  |
|  | \* |  |  ≥ 1 year time of operation |
|  |  |
| Other parts of the equipment (active/passive components) failed at the same time? If Yes, which? |
|  |
|  |
|  |
|  |
| **4.2 Climatic storage/operational conditions:** |
| Ambient air temperature:  |  |
| Relative air humidity: |  |
| **4.3 Defect/failure detection description (attach photo of device configuration in the converter):** |
|  |
|  |
|  |
| If returning more than one device: Did all devices fail at the same time in  |
| the same equipment?  |  | Yes(да) |  | No (нет) |
|  |  |
| Has there been any similar failure of the equipment in the past? If Yes, point out. |
|  |
|  |
|  |
| **4.4 Possible reasons for defect cause:** |
|  |
|  |
|  |
| **4.5 Type of testing and metering equipment used to check the parameters of the devices:** |
|  |
|  |
|  |
| **4.6 Type and description of equipment, in which the device operated:** |
|  |
|  |
|  |
| **4.7 Description of the operational conditions of the devices at the time of failure/defect detection (fill in section A in the attachment 1)**  |
| **4.8 Connection diagram of the device (draw in section B or attach it separately)** |
| **4.9** **Description of the thyristor control system ( fill in section C in the attachment 1)**  |
| **4.10 Description of the cooling system:** |
| Type of the cooler in use: |
| \* |  | Liquid  |  |  Natural air |  |  Forced air |
|  |  |  |  |  |  |  |
| Value of axial force compression: |  |
| Type of compressor: |  |
| Coolant temperature: |  |
|  |
| **5. Commercial questions regarding the replacement**  |
| If the results show that the reason of the failure was the fault of the customer, then it is necessary:  |
| \* |  | to return the device |
|  |  |  |
| \* |  | to dispose |
|  |  |  |
| \* |  | other |  |
|  |  |  |  |
|  |
|  |
| **6. Contact information of the originator:** |
|  |
|  |
|  |
|  |
|  |
| **\*** |  | **mark «Х» next to the correct option** |
|  |

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| **Attachment 1** (Приложение 1) |
| графикиА - power circuit parameters(параметры силовой цепи)

|  |  |
| --- | --- |
| di/dt= |  |
| du/dt= |  |
| ITM= |  |
| tp= |  |
| ts= |  |
| VR= |  |

 | В – electrical circuit(электрическая схема) |
|

|  |  |
| --- | --- |
| IGM= |  |
| IGon= |  |
| tf= |  |
| ton= |  |

Для анкеты-Model1С – control circuit parameters(параметры цепи управления) |