

Frequency Inverters



Fault Feedback Form / RMA Application

1.1. End-User information:

COMPANY NAME:	<input type="text"/>
ADDRESS:	<input type="text"/>
PHONE NUMBER:	<input type="text"/>
FAX NUMBER:	<input type="text"/>
E-MAIL:	<input type="text"/>
CONTACT PERSON:	<input type="text"/>

1.2. General information about equipment and application:

INVERTER MODEL NUMBER:	<input type="text"/>
SERIAL NUMBER:	<input type="text"/>
DATE OF INSTALLATION:	<input type="text"/>
APPLICATION:	<input type="text"/>
TYPE OF EQUIPMENT WHERE INVERTER IS INSTALLED:	<input type="text"/>
DATE FAILURE:	<input type="text"/>

1.3. Information on purchase:

DEALER NAME:	<input type="text"/>
COUNTRY / CITY:	<input type="text"/>
DATE OF PURCHASE:	<input type="text"/>

Note:

Please fill-in this Fault Feedback Form / RMA Application and send it to your local authorised Advanced Control industrial equipment service and repair or directly to central service and support centre.

Contact information and address of central Advanced Control Service and Support Centre:

Advanced Systems Baltic OÜ
Punane 73,
13619 Tallinn, Estonia.
Phone:: +372 62 28 220,
Fax: +372 62 28 221
e-mail: info@advcontrol.eu

2.1. General information on operating parameters of frequency inverter:

2.1.1 Output frequency and current of normal running: Hz, A

2.1.2 Frequency inverter is positioned: horizontally, vertically

2.1.3 Place of installation frequency inverter: inside control box, stand alone

2.1.4 In case frequency inverter is installed inside of control box:

a) control box size (WxHxD, mm):

b) total number of inverters inside the control box: pcs

c) total capacity of all inverters: kW

d) working environment temperature: °C

e) temperature inside control box: °C

f) presence of powder or dust in the environment: Yes No

g) presence of cotton wool or other fibres: Yes No

h) presence of external vibration: Yes No

2.1.5 Is frequency inverter grounded?: Yes No
Is inverter grounding shared with other equipment at the site?: Yes No

2.1.6 Connected electric motor specification:

a) rated power: kW

b) rated current: A

c) number of poles:

2.1.7 Is direction of rotation of electric motor (forward/reverse) being changed frequently during operation?: Yes No

2.1.8 How many hours does inverter operate daily?
 24 hours 12 hours 8 hours hour(-s)

2.1.9 Is mechanical or electromechanical block up used for electric motor when inverter is running? Yes No

2.1.10 Is power supply stable? Yes No

2.1.11 Is inverter power supply shared with other equipment at the site?: Yes No

2.1.12 What way is used for setting a frequency and control of the inverter?:
 inverter's keypad, external terminal, others

2.1.13 Number of motors that are driven by inverter: pcs

2.1.14 Positioning of inverter control circuit wires/cables:

a) control circuit cable is located near main circuit cable: Yes No

b) control circuit cable crosses main circuit cable: Yes No

2.1.15 Type of inverter control circuit wires/cables:
 patch cable, twisted wire, shielded twisted wire.

2.1.15 Type of inverter control circuit wires/cables:

2.1.17 Notes and comments:

2.2. Description and information on inverter failure:

2.2.1 When the problem has happened?:

at start-up, during operation, at braking.

2.2.2 Output frequency and current at the moment of failure: Hz, A

2.2.3 Error code or indication on keypad display at the moment of failure:

2.2.4 Error code recorded in inverter memory: No Yes, value:

2.2.5 Abnormal operation or symptoms were noticed during operation of other equipment at the site at the moment of inverter failure: Yes No

2.2.6 General description of failure:

2.2.7 Notes and comments:

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