

1 CUSTOMER FAULT REPORT

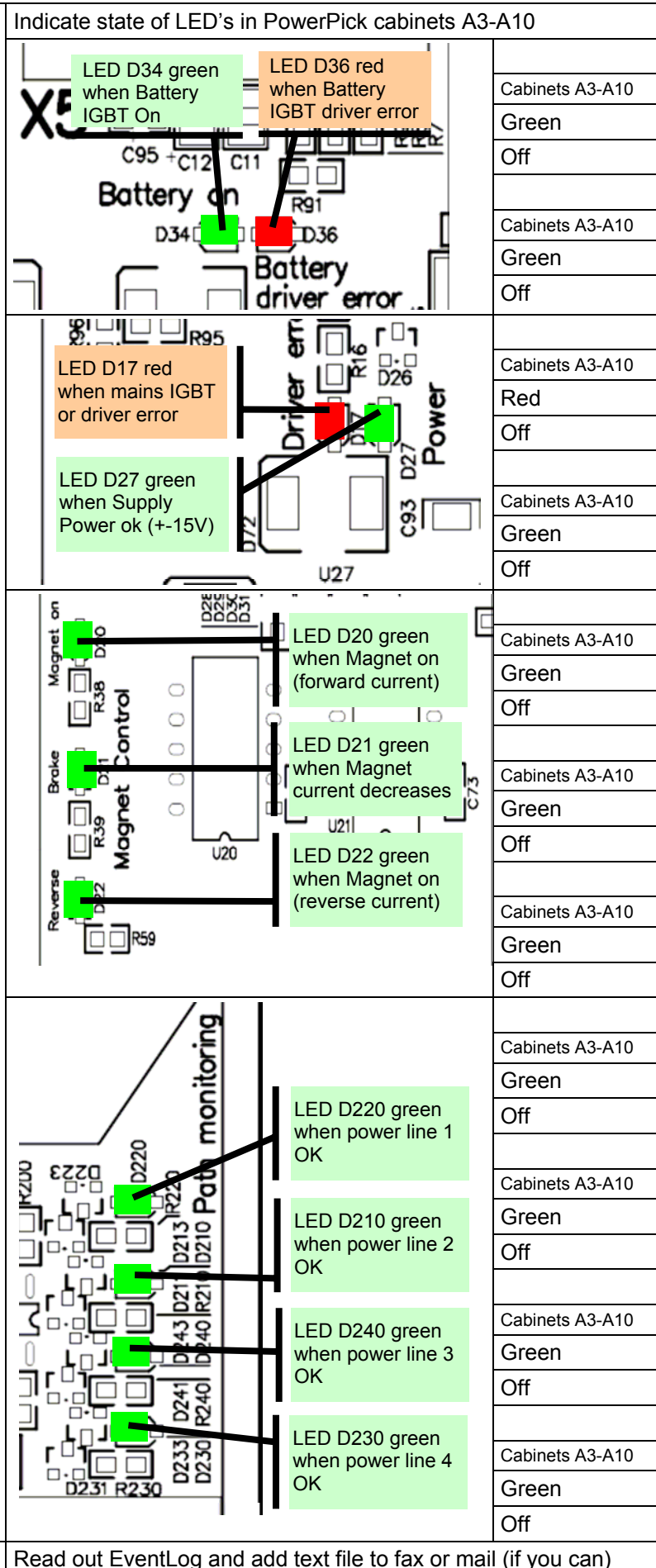
Help us to understand your technical problem! The more we know, the better we can serve you!

Fax to: **+41 32 617 37 98**

Mail to: **magnets@truninger.com**

Questions		Response											
1.	Customer name												
2.	Project number (see nameplate on magnet system or control unit)												
3.	Date and approximate time at which fault first occurred												
4.	Indicate how often of fault occurs	Once <input type="checkbox"/>	Frequently <input type="checkbox"/>										
5.	In which part of the load cycle did the fault occur												
	- during power up of the magnets	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
	- when picking the material (partial load)	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
	- when transporting the material (full load)	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
	- during power down of the magnets	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
6.	Indicate state of overhead lamps and horn at time of fault	- GROUP lamps 1-8 (yellow)		GROUP	1	2	3	4	5	8	7	8	
				On	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Off	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Intermittent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			- ON lamp (white)	Signal	ON		FAULT		Horn				
			- FAULT lamp (red)	On	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>					
			- Horn	Off	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>					
			Intermittent	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>						
7.	Indicate the basic nature of fault												
	- unable to switch magnet(s) ON	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
	- unable to reach full load	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
	- unable to switch magnet(s) OFF	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
	- other (specify)												
8.	Was their any unusual incident												
	- magnet supply cable damage	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
	- magnet supply plug damage	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
	- mechanical shock (eg: collision)	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
	- radio remote control fault (eg: no battery)	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
	- mains power drop	Yes <input type="checkbox"/>	No <input type="checkbox"/>										
	- other (specify)												
9.	Indicate display text in SmartPick cabinet A1	-											
	Add your comment if any	-											

10.	Local Power Supply (please measure the following)									
	- mains voltage of SmartPick cabinet A1 between terminals	X1/1 & X1/2	VAC							
	- mains voltage of SmartPick cabinet A1 between terminals	X1/1 & X1/3	VAC							
	- mains voltage of SmartPick cabinet A1 between terminals	X1/2 & X1/3	VAC							
11.	Backup battery (please measure the following)									
	- battery voltage of SafePick cabinet A2 between terminals	10- & 11+	VDC							
12.	Fuse test and system reset (please proceed the following)									
	- open & check fuses 1F0 of PowerPick cabinets A3-A10, then open & check fuses 1F3 of same cabinet. Leave fuses open after checking!	Cabinets A3-A10	3	4	5	6	7	8	9	10
		3 fuses 1F0 OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		2 fuses 1F3 OK	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	- open & check fuses 1F0 of SafePick cabinet A2 first ! , then open & check fuses 1F5 of same cabinet. Leave all fuses open after checking! (don't reverse order!)	3 fuses 1F0 OK	Yes <input type="checkbox"/>			No <input type="checkbox"/>				
		2 fuses 1F5 OK	Yes <input type="checkbox"/>			No <input type="checkbox"/>				
	- open & check fuses of SmartPick cabinet A1. Leave all fuses open after checking!	3 fuses 1F0 OK	Yes <input type="checkbox"/>			No <input type="checkbox"/>				
	- replace all broken fuses	-								
	- close fuses 1F0 in SmartPick cabinet A1 -> controller restarts	-								
	- close fuses 1F0 & 1F5 in SafePick cabinet A2	-								
- close fuses 1F0 & 1F3 in PowerPick cabinets A3-A10	-									
13.	Do you see the fault even after system restart?	Yes <input type="checkbox"/>			No <input type="checkbox"/>					
14.	Is it possible to power up after system restart?	Yes <input type="checkbox"/>			No <input type="checkbox"/>					
15.	Indicate state of LED's in SafePick cabinet A2	Redundancy Board								
		LED D357								
		Green <input type="checkbox"/>				Off <input type="checkbox"/>				
		-								
		-								
	LED D352									
	Red <input type="checkbox"/>				Off <input type="checkbox"/>					
	LED D351									
	Yellow <input type="checkbox"/>				Off <input type="checkbox"/>					
-										
-										

<p>16. Indicate state of LED's in PowerPick cabinets A3-A10</p>	<table border="1"> <tr> <th colspan="2">Power Boards</th> </tr> <tr> <th colspan="2">LED D34</th> </tr> <tr> <td>Cabinets A3-A10</td> <td>3 4 5 6 7 8 9 10</td> </tr> <tr> <td>Green</td> <td><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></td> </tr> <tr> <td>Off</td> <td><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></td> </tr> <tr> <th colspan="2">LED D36</th> </tr> <tr> <td>Cabinets A3-A10</td> <td>3 4 5 6 7 8 9 10</td> </tr> <tr> <td>Green</td> <td><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input 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<p>17.</p>	<p>Read out EventLog and add text file to fax or mail (if you can)</p>	<p>Many thanks for your help!</p>																																																																																										