

Questionnaire – When customer calls with a problem

Date: _____	
Person @ uvt/uvtil who spoke with customer : _____	
Customer company name: _____	
Contact person customer (surname, first name): _____	
Contact data	phone: _____
	email: _____
Type of customer	
<input type="checkbox"/> OEM <input type="checkbox"/> Sales Partner <input type="checkbox"/> Dealer <input type="checkbox"/> End user	
Purchase order reference / invoice number: _____	
1 Application	
<input type="checkbox"/> Printing/Curing	<input type="checkbox"/> Wood
<input type="checkbox"/> Water disinfection	<input type="checkbox"/> Air disinfection
<input type="checkbox"/> Surface disinfection	<input type="checkbox"/> Others: _____
<input type="checkbox"/> Coating	<input type="checkbox"/> Photooxidation
<input type="checkbox"/> Odor removal	
2 UV lamp	
1. What type of technology: <input type="checkbox"/> Medium pressure <input type="checkbox"/> Low pressure	
2. Type (name and art. no.) of affected UV lamp: _____	
3. SN: _____ / _____	
4. If no uv-technik lamp:	
a) UB: _____ V (burning lamp voltage at 100% power)	
b) IB: _____ A (burning lamp current)	
c) Arc length: _____ mm and lamp data sheet, please.	
5. Where is the lamp built in?	
<input type="checkbox"/> uv-technik module <input type="checkbox"/> own/competitor UV module	
type/name (art. no.): _____	
<input type="checkbox"/> enclosure with several numbers of lamps (how many)? _____	
<input type="checkbox"/> immersion tube system, type (how many)? _____	
<input type="checkbox"/> others: _____	
6. Cooling airflow / water flow in m ³ /h _____	
7. UV system manufacturer and model the lamp is installed on:	

2.1 Description UV lamp problem

Lamp age: _____ hrs.

Is the lamp problem occurring during:

Ignition Warm up Operation Stand by

when switching power level from one level to another

Lamp ignites but switches off after some time. Switch-off time after ignition: _____ min

Please look at the lamp and describe:

Is the lamp surface clean? Yes No

Strong blackening White spots

Others, please describe and provide a close up picture of the lamp and the electrodes:

Has the lamp been replaced? Yes No

Result: failure remained failure moved to other position

→ If low pressure: Did you check the cabling / lamp connection (esp. 4-pin sockets)?

Yes No

If the lamp is igniting and running, are there any problems with the cure quality and do you have any measurements for the mW/cm² or mJ/cm²? Describe, please:

Have any changes or maintenance been carried out on the system recently? If so, please describe:

Has the ducting and ventilation cooling system been checked for any blockages?

3 Ballast

- EPS (Electronic Power Supply) Conventional inductive (ferromagn.) power supply, if yes:
 choke/igniter or transformer (leakage or autotransformer)

1. Type (name or art. no.) of affected lamp ballast: _____

2. Maker of EPS / conventional ballast (ferromagnetic ballast): _____

3. SN _____

3.1 Description ballast problem

Describe, please: _____

Fault code:

a) Medium Pressure ballast (EPS analogue VDC): _____

b) Low Pressure ballast (signal LED like color, blinking etc.): _____

When does the error code appear after start? Within _____ mins.

Did you try another lamp? yes no

Did the other lamp work? yes no

Which type of cables are used? (shielded / not shielded / type): _____

Was the ballast exchanged crosswise? yes no

Result: failure remained failure moved to other position

Is a control cabinet in use? yes no

How is the EPS controlled? analogue DC 0...10 V 0/4...20 mA

CANopen Modbus RS485 other

Was it tried to operate the EPS independently (via switching power supply)?

yes no

Result: _____

4 Situation on site

Country of installation: _____ Mains voltage: _____ V, Hz

Mains type: TN system TT system IT system other _____

Machine was put into operation first time old machine (operated before properly)

Machine type (name): _____

Ambient conditions: room temperature: _____ °C humidity: _____ %

5. Any other comments or hints?

