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| **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 | | | | | |
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| 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: | | | |  | | | | | | | | | | | | | | | | | | |
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|  | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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? | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **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):** | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 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. | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **4.4 Possible reasons for defect cause:** | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **4.5 Type of testing and metering equipment used to check the parameters of the devices:** | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **4.6 Type and description of equipment, in which the device operated:** | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **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: | | | | | | | | | | | | |  | | | | | | | | | | | | | |
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| **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 | | |  | | | | | | | | | | | | | | | | | | | |
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| **6. Contact information of the originator:** | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **\*** |  | | **mark «Х» next to the correct option** | | | | | | | | | | | | | | | | | | | | | | | |
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| **Attachment 1**  (Приложение 1) | |
| графики  А - 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-Model1  С – control circuit parameters  (параметры цепи управления) |