

Questionnaire "Complaint"



Detailed information about the application and the installation environment, as well as about the occurrence of the defect

Return No.

General note

In order to be able to analyse the defect (reason for complaint) on the affected product/goods as quickly and correctly as possible, a questionnaire about the installation environment and more detailed information about the application and occurrence of the defect must also be completed in as much detail as possible.

We treat your data, documents and images with the utmost care and confidentiality.

1. Details of the damage / error event that has occurred

1.1 When did the fault/defect occur? Are there any indications of a special event?

- No, the fault occurred during the normal operating state.
- Yes, during a thunderstorm or lightning strike in the immediate vicinity (obvious overvoltage event).
- Yes, when commissioning the system (for the first time after installation of surge protective devices; after conversion / modification of the power distribution board, etc.).
- Yes, during a storm / heavy rain / severe weather (without an obvious surge event).
- Yes, there was construction work at the site or in the vicinity at the time the fault/damage occurred.

1.2 Which fuses (manufacturer, type, nominal current and switching characteristics) are installed in the current path upstream of the surge protective devices concerned (backup fuse present)?

1.3 Have the existing fuses tripped?

- No
- Yes, (please specify)

1.4 Is other damage (e.g. to the building, system, electrical devices, etc.) visible / known in the surrounding area?

- No
- Yes, (please specify)

1.5 Other details / comments on the reason for the complaint / fault / damage:

2. Information on the application and installation of the electrical system concerned

2.1 What is the application and location (e.g. single-family house, photovoltaic system, e-mobility, etc.)?
How far away is the nearest transformer station?

2.2 How long was the product/device in operation before the damage occurred?

Commissioning date:

Damage detection date:

2.3 Have there been any subsequent changes to the installation or electrical system; e.g. extension of the photovoltaic system? If so, which and when?

2.4 Are motors, transformers or compensation systems installed on the same system or in the immediate vicinity?

No

Yes, add details

2.5 Important data for the fault analysis is attached:

Circuit diagram / drawing showing the system installation and configuration and labelling the defective devices therein.

Pictures of the damage on site, as well as other helpful details such as all imprints, labels on the product, as well as of the packaging; Barcode (DMC: Data Matrix Code) if available, in a perfectly legible state.

Inverter recordings (when using a photovoltaic system, please note the additional **questions under 4!**).

2.6 System configuration of the supplying system to which the electrical installation concerned is connected.

TNC

TNS

If the photovoltaic system feeds an AC voltage system, please also answer the questions on the system configuration!

TT

IT

Photovoltaics - DC

U_{L-L} [V_{rms}]

U_{L-N} [V_{rms}]

U_{L-PE} [V_{rms}]

U_{L-L} [V_{rms}]

2.7 Installed surge protective devices (list device types and manufacturers with number)

Type 1 (lightning current arrester, entrance point into the building)

Type 2 (surge arrester, distribution level)

Type 3 (surge arrester, terminal device level)

2.8 How / where were the affected surge protective devices installed?

Indoor area (in a building)

Outdoor area (external system)

In the distribution board / switchgear cabinet

In an additional enclosure

2.9 Are there any potential influences (on operational safety) in the installation environment?

Yes, humidity

Yes, dirt

Yes, extreme heat (no cooling/ventilation)

Yes, other

No, not recognisable / unknown

2.10 Connection / wiring (type der connection wiring)

Active conductor L / N or + / -
Cross-sectional area [mm²], cable type

Non-aktive conductor PE (earth-side):
Cross-sectional area [mm²], cable type

Connection type: Wiring with wire end ferrule (double wired?), cable lug or busbar

3. Details on lightning protection and earthing system

3.1 Design of the lightning protection system according to DIN EN 62305 (VDE 0185-305)

Class of LPS I

Class of LPS II

Class of LPS III

Class of LPS IV

Unknown

3.2 Earthing system, present in the form of

Foundation earth electrode

Ring earth electrode

Earth rod

Radial earth electrode (surface earth electrode)

3.3 Condition of the earthing system

Earth resistance [mΩ]: