

Report date		Amarinth reference	ADR
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To enable us to assist you with identifying the issues you are experiencing with your equipment we need to establish what is happening and why it may have failed. Please complete the data as fully as possible and return to our technical support team by fax (+44(0)1394 462 130) or e-mail (technical.support@amarinth.com). Where possible please also provide photographs and performance details to help us ascertain the root cause of the problem.

Contact information	
Customer name	
Address	
Contact name	
Tel:	
Fax:	
e-mail:	

Site details	
Are there any concurrent problems on the site where the pump is operating?	<input type="radio"/> Yes <input type="radio"/> No
Environmental conditions	°C (Ambient) <input type="radio"/> Dust <input type="radio"/> Sand
Please provide details.	

Fluid details	
Description of fluid	
Any solids or particles present?	<input type="radio"/> Yes <input type="radio"/> No % mm
Fluid temperature	°C (Normal) °C (Max) °C (Min)
Fluid viscosity / density	cps kg/m ³

Unit details	
Model	
Designation	
Serial #	
Date of manufacture	
Date received	

Unit installation & commissioning	
Date installed	
Date commissioned	
Commissioning checklist completed?	<input type="radio"/> Yes <input type="radio"/> No
Do you have a laser alignment report for the installation of the unit?	<input type="radio"/> Yes <input type="radio"/> No
Bearing lubrication - manufacturer	
- viscosity	ISO

Unit operation	
Is the unit currently operating?	<input type="radio"/> Yes <input type="radio"/> No
Hours run since installation	hrs
Number of starts / hr	
Did the unit operate satisfactorily before the fault occurred?	<input type="radio"/> Yes <input type="radio"/> No
Was there any event prior to the problem occurring which may have had an impact on the unit? Please provide details.	
What action have you already taken to remedy the fault?	
Has the process changed from initial start up? Please provide details.	

Fault analysis	
Please provide a description of the fault.	
Have you consulted the Installation, Operating & Maintenance Manual and checked the fault diagnostics? <input type="radio"/> Yes <input type="radio"/> No	
Can you identify the root cause of the failure?	<input type="radio"/> Pump (Hydraulics) <input type="radio"/> Drive (Mechanical) <input type="radio"/> Motor (Electrical) <input type="radio"/> Seal & System
Is the fault,	<input type="radio"/> continuous or <input type="radio"/> intermittent?
Can you hear any excessive noise? Please provide details.	

Fault analysis continued....

Is the unit vibrating excessively? Please provide details.

Is the unit overheating? Please provide details.

Unit performance analysis	Prior to problem	After problem
Flowrate	m ³ /h	m ³ /h
Discharge pressure	bar g	bar g
Suction pressure	bar g	bar g
Fluid temperature	°C	°C
Current	Amps	Amps
Bearing temperature - non drive end	°C	°C
Bearing temperature - drive end	°C	°C
Vibration - horizontal	mm/s RMS	mm/s RMS
Vibration - vertical	mm/s RMS	mm/s RMS
Vibration - axial	mm/s RMS	mm/s RMS

Please call us on **+44 (0)1394 462 120** to discuss if you need assistance completing the data we require. We are able to send an engineer to site to complete this for you.

You should be aware that any costs associated with this visit may be chargeable if the root cause of the problem is found not to be covered by the manufacturers' warranty. Please provide your consent to this below.

Declaration

I hereby agree to pay Amarith Ltd all costs associated with the investigation & rectification of the unit identified on this form, only in the following circumstances;

1. Amarith Ltd provides indicative costs of the work before the work is completed. (The actual bill may vary by up to 25% maximum)
2. The root cause for the fault is not covered by the manufacturers' warranty.

I understand that I will not be liable for any costs if the fault is covered by the manufacturers' warranty.

Signed

Position

Name

Date