

Detector/System Issue Documentation Form

This document lists the questions we most frequently use to help diagnose the cause of problems customers are experiencing with our equipment. Please take a few minutes to answer the questions as completely as possible. Doing this will save you time in the long run and will contribute to the fastest resolution of your issue.

Feel free to attach any documentation that you feel is useful. It can include printouts of event logs, pictures, screenshots, etc.

1. A detailed description of what the detector is, or is not, doing.

2. What is the application the detector is protecting? How is it being used?

3. Was it operating correctly before the problem?
Yes No

4. Have you replaced the detector with a spare?
Yes No
 - a. If yes, is it operating correctly? Yes No

5. Are other detectors experiencing this problem?
 - a. If yes, is the issue restricted to a particular part of your facility? Yes No

6. How often does the problem happen?

7. Does the problem happen at a particular time of day?
Yes No
 - a. If yes, what time?

8. Weather conditions when the problem occurs, if unusual.

9. What false alarm/contamination sources are present? Circle or list all that apply.
 - a. Welding, arcs and sparks from process device operation, hot surfaces, process flares, maintenance and other sources of IR/UV radiation.

 - b. New chemicals recently introduced in the area.

 - c. What potential contaminants are present (e.g. silicone-based products being used)?

- d. Recent changes to processes, facility structures or operating practices in the area.
- e. New processes operating in the area.
- f. What is the operating environment like? Oil? Dusty? Windy?

10. Results of the troubleshooting steps taken (see your manual for details).

11. Results of conversations with your authorized local sales representative.

12. Your product information:

- a. Model #:
- b. Serial #:
- c. Date of installation:

13. Details of diagnostic screens and event logs. Include error codes, screen shots, etc.

14. What kind of system is monitoring the unit (e.g. fire panel, PLC, DCS, EQP controller, etc.)?

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