

Complaint and RMA Form

Electrical Trace Heating



Complaint and RMA Form Electrical Trace Heating

Please e-mail to service-eh@bartec.com or fax to +49 9929 301 112. For any queries, please call +49 9929 301 154.

To be filled by BARTEC staff:

RMA number: _____

Date of receipt: _____

A complaint processing with fault analysis requires a completely filled check list combined with a high quality of the information.

Customer

*Company _____

*Street _____

*Zip code, city _____

*Country _____

*BARTEC order conformation no.: _____

*BARTEC delivery no.: _____

Contact person

*Name _____

*Phone _____

Fax _____

*E-mail _____

*Customer order no.: _____

Important note: Please protect returned goods by sufficient packing.

General information

Heating tape/heating cable

*Self-limiting heating tapes type no.: 07-58 _____

*Constant wattage heaters type no.: 27- _____

Power output _____

Resistance _____

Supply voltage AC _____

Circuit breaker _____

*Lot no. _____

*Lot no. _____

W/m _____

Ω/km _____

V _____

A/Characteristic _____

Connection technology

*Type no. _____

*Lot no. _____

Control devices (all devices will be restored to the factory settings)

*Type no. _____

*Serial number or manufacturing date _____

Switchgear load circuit

Type: _____

Manufacturer: _____

*Control characteristics _____

ON/OFF _____

PID _____

Others _____

*Set points _____

Controller _____

°C Limiter _____

°C _____

* mandatory fields

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Project information

Information on the facility:

Operator:

Location:

Project name:

Heating circuit no.:

Design by:

BARTEC

Operator/Customer

Others

Name of design company:

Address:

Installed by:

BARTEC

Operator/Customer

Others

Name of installation company:

Address:

Day of commissioning:

Acceptance report existing

Yes (please attach)

No

Day of breakdown:

Broken heating circuit length

m

Available length for inspection

m

Other heating circuits affected?

Yes

No

If so,

Heating circuit no.:

Type no.:

Heating circuit length

m

m

m

m

m

m

Installation

Outdoor

Indoor

On pipes

On gutters

On tanks/vessels

Single parallel

Multiple parallel

In a meandering pattern

Spirally

Wound around a mandrel

Ex area

Zone 1

Zone 2

Non-Ex area

Application

Frost protection

Process heating max.

°C

Heating-up from

to

°C

Steam purging

Yes (bar °C)

No

Operation area

Chemistry

Petro chemistry

Food

Power plant

Offshore

Others

Which medium was heated?

Without insulation

With insulation

Manufacturer:

Material

Thickness

mm

Thermal conductivity

W/mK

Cladding

Yes

No

Insulation

Wet

Dry

Insulation

Damaged

Undamaged

*Contamination of the device

Yes

No

Toxic

Oxidizing

Radioactive

Flammable

Explosive

Hazardous to health

Caustic

Biohazard

Others/heavy metal

* mandatory fields

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Manufacturer:

Which measurements have been performed?

Fault description:

Attachment (e. g. installation pictures, measurement protocols, wiring diagrams):

Your signature constitutes a recognition of BARTEC General Terms and Conditions and the RMA conditions.

Date: _____ Signature: _____