



**IWAKI PUMPS AUSTRALIA**

Troubleshooting evaluation checklist - EH-R series

Completion of this form will assist us to promptly evaluate abnormal operation

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**IDENTIFICATION:**

*NOTE: ALL information in this section must be completed before warranty evaluation can proceed*

Customer name & site:

Customer contact Tel. no. fax no:

Pump model Serial no:

Invoice no. & date purchased:

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**ABNORMAL OPERATING SYMPTOM:**

Briefly describe abnormal operating symptoms:

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**USUAL OPERATING CONDITION**

Fluid name, concentration & S.G:

Temperature:

Flooded suction or lift? m

Total discharge head in m:

Was the pump operating under the above conditions prior to abnormal symptom? Yes / no

If no, describe conditions:

Length of time in service:

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**DESCRIPTION OF VISIBLE DAMAGE / MISSING COMPONENTS IF ANY:**

Is the stroke frequency knob still installed? Y / N

Is the stroke frequency potentiometer shaft seal still installed? Y / N

Is the plug sealing the controller attachment screw still installed? Y / N

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**DESCRIPTION OF CONTROLLER FAULT IF ANY:**

Is the controller green LED flashing during operation? Y / N

Is the pump solenoid stroking? Y / N

Is the stroke frequency knob selected for E, (external pulse)? Y / N

Is the stroke frequency knob selected for manual, (percentage scale)? Y / N

Is any chemical residue present on or around controller? Y / N

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**DESCRIPTION OF LIQUID END FAULT IF ANY:**

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**INSPECTION DETAILS**

Will you be returning the pump or damaged parts to us for inspection? Yes / no

Despatch method (freight paid) & date:

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