



IWAKI PUMPS AUSTRALIA

Troubleshooting evaluation checklist - EH-Y series

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

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:

ABNORMAL OPERATING SYMPTOM:

Briefly describe abnormal operating symptoms, if any:

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:

DESCRIPTION OF VISIBLE DAMAGE / MISSING COMPONENTS IF ANY:

Has the digital display been damaged in any way? Y / N

Are all controller retaining screws in place? Y / N

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

DESCRIPTION OF CONTROLLER FAULT IF ANY:

Is the pump pulsing, but no liquid being discharged? Y / N

Is the pump solenoid pulsing at all? Y / N

If the pump is in external mode, is the pump receiving an external signal? Y / N

The pump should be set up to accept either a digital or analogue signal? Is the selection correct? Y / N

DESCRIPTION OF LIQUID END FAULT IF ANY

Is the pump pulsing, but no liquid being discharged? Y / N

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

INSPECTION DETAILS

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

Despatch method (freight paid) & date:

Thank you for your co-operation - please fax this form to your nearest IPA sales office.

SYDNEY – (02) 9899 2421 BRISBANE – (07) 3375 1806 MELBOURNE – (03) 9543 2391