

Complaint and RMA Form

Electrical Trace Heating

BARTEC NEDERLAND b.v.



Complaint and RMA Form Electrical Trace Heating

Please send this form (completed and signed) to the person who send you this form or to rma@bartec.nl.
For any queries, please call **+31 180 41 05 88**.

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 _____

$^{\circ}$ C Limiter _____

$^{\circ}$ 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: