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| **Customer Questionnaire Concerning Non-Conforming Product by PROTON-ELECTROTEX, JSC**  (Опросный лист клиента по несоответствующей продукции производства АО «ПРОТОН-ЭЛЕКТРОТЕКС») | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **1. Customer information:**  (информация о потребителе) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Date of issue:**  (Дата заполнения анкеты) | | | | | | | |  | | | | | | | **Contact person:**  (Контактное лицо) | | | | |  | | | | | | |
| **Company name:** (Наименование компании) | | | | | | | |  | | | | | | | **Phone:**  (телефон) | | | | |  | | | | | | |
| **Country:**  (Страна) | | | | | | | |  | | | | | | | **Fax:**  (факс) | | | | |  | | | | | | |
| **City:**  (город) | | | | | | | |  | | | | | | | **Е-Mail:** | | | | |  | | | | | | |
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| **2. Returned device:**  (Возвращенный прибор) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **№** | | | | **Type of device**  (наименование изделия) | | | | | | | | | | **Serial number**  (Заводской номер) | | | | | **Release date**  (Дата выпуска) | | **Date of the device delivery to the customer**  (дата поступления прибора к потребителю) | | | | | |
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| 3. Return due to technical reasons – Input testing of the device (Возврат по техническим причинам – на этапе входного контроля прибора) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| \* |  | | electrical parameters do not conform to the technical requirements of the device  (электрические параметры не соответствует техническим требованиям на прибор) | | | | | | | | | | | | | | | | | | | | | | |
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| \* |  | | physical configuration does not conform to the technical requirements of the device  (внешний вид не соответствует техническим требованиям на прибор) | | | | | | | | | | | | | | | | | | | | | | |
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| \* |  | | other (другое)  : | | | |  | | | | | | | | | | | | | | | | | | |
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| 4 Return due to technical reasons – Failure analysis request (Возврат по техническим причинам – запрос анализа неисправности) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **4.1 The time of failure/defect detection:**  (Время выхода из строя/обнаружения дефекта) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| \* |  | | during installation of new facilities | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | (во время пуска нового оборудования) | | | | | | | | | | | | | | | | | | | | | | | |
| \* |  | | during start-up program of standard equipment, devices of PROTON-ELECTROTEX, JSC were used for the first time | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | (во время пусконаладочных работ типового оборудования, приборы производства АО «ПРОТОН-ЭЛЕКТРОТЕКС» использовались впервые) | | | | | | | | | | | | | | | | | | | | | | |
| \* |  | | during start-up program of standard equipment, devices of PROTON-ELECTROTEX, JSC were in operation before | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | (во время пусконаладочных работ типового оборудования, приборы производства АО «ПРОТОН-ЭЛЕКТРОТЕКС» ранее использовались) | | | | | | | | | | | | | | | | | | | | | | | | |
| \* |  | | during the operation: | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | (во время эксплуатации) | | | | | | | | | | | | | | | | | | | | | | |
|  | \* | |  | | < 1 year time of operation  (эксплуатация прибора менее года) | | | | | | | | | | | | | | | | | | | | |
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|  | \* | |  | | ≥ 1 year time of operation  (эксплуатация прибора год и более) | | | | | | | | | | | | | | | | | | | | |
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| Other parts of the equipment (active/passive components) failed at the same time? If Yes, which?  (Во время выхода из строя прибора/обнаружения дефекта вышли из строя другие компоненты оборудования? Если да, то какие?) | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **4.2 Climatic storage/operational conditions:**  (Климатические условия хранения/эксплуатации) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Ambient air temperature:  (температура окружающего воздуха) | | | | | | | | |  | | | | | | | | | | | | | | | | | |
| Relative air humidity: (относительная влажность воздуха) | | | | | | | | |  | | | | | | | | | | | | | | | | | |
| **4.3 Defect/failure detection description (attach photo of device configuration in the converter):**  (Описание обнаруженного дефекта/отказа (приложить фото расположения прибора в преобразователе)) | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| If returning more than one device: Did all devices fail at the same time in | | | | | | | | | | | | | | | | | | | | | | | | | | |
| the same equipment?  (В случае выхода из строя более чем 1 прибора использовались ли отказавшие приборы в одном оборудовании одновременно?) | | | | | | | | | | | | | | | | | | | | | |  | Yes  (да) |  | No  (нет) | |
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| Has there been any similar failure of the equipment in the past? If Yes, point out.  (Были ли подобные случаи выхода из строя в прошлом? Если да, укажите) | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **4.4 Possible reasons for defect cause:**  (Возможные причины возникновения дефекта) | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **4.5 Type of testing and metering equipment used to check the parameters of the devices:**  (Наименование испытательной и измерительной аппаратуры, на которой проверялись параметры приборов) | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **4.6 Type and description of equipment, in which the device operated:**  (Тип и описание оборудования, в котором эксплуатировались приборы) | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **4.7 Description of the operational conditions of the devices at the time of failure/defect detection (fill in section A in the attachment 1)**  (Описание условий эксплуатации приборов в момент выхода из строя/обнаружения дефекта (заполнить раздел А в приложении 1)) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **4.8 Connection diagram of the device (draw in section B or attach it separately)**  (Электрическая схема включения прибора (нарисовать в разделе В приложения 1 или приложить отдельно)) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **4.9** **Description of the thyristor control system ( fill in section C in the attachment 1)**  (Описание системы управления тиристором (заполнить раздел С в приложении 1)) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **4.10 Description of the cooling system:**  (Описание системы охлаждения) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Type of the cooler in use:  (тип применяемого охладителя) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| \* |  | | Liquid | | | | | | |  | Natural air | | | | |  | | Forced air | | | | | | | |
|  |  | | (жидкостной) | | | | | | |  | | (воздушный естественный) | | | | |  | (воздушный принудительный) | | | | | | | |
| Value of axial force compression:  (величина осевого усилия сжатия) | | | | | | | | | | | | |  | | | | | | | | | | | | | |
| Type of compressor:  (тип компрессора) | | | | | | | | | | | | |  | | | | | | | | | | | | | |
| Coolant temperature:  (температура теплоносителя) | | | | | | | | | | | | |  | | | | | | | | | | | | | |
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| **5. Commercial questions regarding the replacement**  (Коммерческие вопросы, связанные с заменой) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| If the results show that the reason of the failure was the fault of the customer, then it is necessary:  (В случае если в результате проведения технической экспертизы окажется, что отказ произошел по вине потребителя, то необходимо) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| \* |  | | to return the device | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | (возвратить прибор) | | | | | | | | | | | | | | | | | | | | | | |
| \* |  | | to dispose | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | (утилизировать) | | | | | | | | | | | | | | | | | | | | | | |
| \* |  | | other | | |  | | | | | | | | | | | | | | | | | | | |
|  |  | | (другое) | | |  | | | | | | | | | | | | | | | | | | | |
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| **6. Contact information of the originator:**  (Контактная информация о составителе) | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **\*** |  | | **mark «Х» next to the correct option**  впечатать «Х» напротив нужного варианта | | | | | | | | | | | | | | | | | | | | | | | |
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| **Attachment 1**  (Приложение 1) | |
| графики  А - power circuit parameters  (параметры силовой цепи)   |  |  | | --- | --- | | di/dt= |  | | du/dt= |  | | ITM= |  | | tp= |  | | ts= |  | | VR= |  | | В – electrical circuit  (электрическая схема) |
| |  |  | | --- | --- | | IGM= |  | | IGon= |  | | tf= |  | | ton= |  |   Для анкеты-Model1  С – control circuit parameters  (параметры цепи управления) |