

Complaint/Fault report



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We sincerely apologize for any inconvenience this may have caused.

Please fill in this record sheet completely so that we can process your complaint in a timely manner.

Note: If you submit incomplete record sheets, we cannot process them at all, or only after a certain delay.

Customer data			
Company			
Contact person			
Phone number			
E-mail			
Initial order data			
Sales/order no./project		Installation site	
Serial number/unit type	<i>Please provide photos!</i>		
Complaint			
Nature of the complaint		Type of defect	
Wrong delivery (wrong item/missing quantity)		Electrical and rotating components – please complete section	
Fault during start-up		Defect of electrical or rotating component	
Fault during the warranty period		Refrigeration and performance – please complete section	
Transport damage/Damage during unloading		Defect in refrigeration and performance	
Claimed component(s) with serial number(s)	<i>Please provide photos!</i>	Number of claimed component(s)	
Fault description			
Information to the failure			
Date of failure [DD/MM/YYYY]	/ /	Did the component part or another component part of the same unit fail already at an earlier stage?	Yes No
Operating situation shortly before the failure occurred		Operating hours until the failure occurred	
Continuous operation	Yes No	Average starts per hour	

Please send us detailed photos/videos to document the fault/damage along with this customer complaint form!

Mandatory required photo/video documentation – if this information is missing, the claim cannot be processed!

• Nameplate of the unit and nameplate(s) of claimed component(s)

• Fault/damage

Additional photo/video documentation required, depending on the fault/damage

- Unit installation (unit surroundings and tubing)
- Wiring of the control panel/fan (wiring plan)
- Error message displayed via GMM/GHM/pump
- Packaging (particularly in case of a transport damage)
- General view of the coil from all sides

Upon registration of your complaint, we will send you a service number.

We kindly ask you to always state this number for future correspondence.

Date

Name

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Defect of electrical or rotating component

Defect of the fan

mechanical (e.g. vibration/imbalance/noise)

electrical (e.g. performance reduction/wiring/power consumption/short)

Crack/burst

Frost formation

Glaciation

Hoarfrost

Defect of electrical components or controls

Voltage		V	Frequency		Hz	Electricity generator operated	Yes No	Current consumption		A
Fuse rating		A	Neutral conductor available	Yes No	Unit earthed	Yes No				
Type of protection						Fuse characteristics		Number of fans per fuse		

Speed control

available

not available

AC fan design	Star/Delta	Transformer	Voltage	Frequ. Inv.
EC fan design	BUS	0-10V	4-20mA	
Do you use an all-pole sinusoidal filter?	Yes	No	Error message EC fan (to be read from the GMM display)	<i>Please provide a photo of the error message!</i>
Is the fault indication contact or thermal contact connected (for AC fans)?	Yes	No		

Güntner Motor Management (GMM)/Güntner Hydro Management (GHM)

Year of construction/Status software		
Defect of a hardware component		
Missing component		
Error message GMM	Yes <i>Please provide a photo of the error message!</i>	No
Error message GHM	Yes <i>Please provide a photo of the error message!</i>	No



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Defect in refrigeration and performance

Type of chilled goods			
Min./max. ambient temperature			
Humidity	< 50%	> 50%	
Exposure to dust	Yes	No	
Specific environmental factors			
Leakage	Yes	No	
Location of the leakage			
Frost formation	Yes	No	
Type of frost formation			
Decreased capacity	Yes	No	
Evaporating temperature	t_o		
Condensing temperature	t_c		
Defrosting cycle	Cycles/day	Min/cycle	Final defrosting temperature
Position of defrost sensor			
Contamination/foreign objects	inside	outside	



Mandatory required photo/video documentation

– if this information is missing, the claim cannot be processed!

- Fault/damage

- Nameplate of the unit and nameplate(s) of claimed component(s)

