

UPT Failure Mode Questionnaire

RMA # _____ Encoder S/N _____
 (Obtained from factory customer service representative) (Located on wiring cable label S-No)

In order to effectively address issues with returned UPT Encoders, please answer all questions that are applicable. All questions in bold print must be answered. This completed form must be returned with the RMA.

Comments

Did the UPT function at start up?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If no was the unit wired correctly? (Reference UPT Manual MN01045)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If no, what was the supplied voltage measured? _____			
Did the UPT fail shortly after start-up?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Did the unit malfunction after an extended period of installation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, has there been any recent electrical storms?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Has the unit quit working entirely (consistently) or is it intermittently making pulses and not making pulses?	<input type="checkbox"/> Consistently	<input type="checkbox"/> Intermittently	
Is the UPT suspected of causing problems with proving?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, what method of proving is being used: Proving Can, Ball/Pipe or Small Volume Prover (SVP)? _____			
Does the UPT register more volume (pulses) than expected?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, is the UPT being verified against a mechanical counter?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, how long does it take for the counter and UPT to get out of synchronization?	_____ (Number of Days, Weeks, or Months)		
If yes, what is the approximate cable length from the UPT to the receiving device?	_____ Feet (ft.)/ Meters (m)		
Is channel A wiring physically twisted with channel B wiring over the distance? (i.e. "A" paired with "B")	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Does the UPT generate false pulses when there is no flow?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Does the UPT register less volume (pulses) than expected?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, is the UPT being verified against a mechanical counter?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, how long does it take for the counter and UPT to get out of synchronization?	_____ (Number of Days, Weeks, or Months)		
Have all or some of the channels failed (i.e. A, /A, B, /B)? _____			
Is the one pulse per revolution being used to verify the pulse count per revolution?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	