

Customer Complaint Checklist

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Q80

- Air cooler (Typ: _____)
 Küba customer/installer
 Customer no. _____
 Condenser/Heat exchanger (Typ: _____)
 Operator

RKL. no.: _____

We no.: _____

Name: _____

Zip code: _____

Phone: _____

Company: _____

City: _____

Fax: _____

Position: _____

Adress: _____

e-Mail: _____

Address of the plant complained about

Address: _____ Contact person: _____ Phone: _____
 Zip code/City: _____ _____ Fax: _____

Plant details

- Normal cooling (to approx. -10°C)
 Refrigeration (from approx. -10°C)

Type of storage

- open
 packaged

What does the complaint refer to?

- Packaging
 Equipment (Type: _____)
 Fins Tubes Connections Housing Fans/Terminal Box Feet Other: _____
 Transport damage (Spedition: _____)

Type of complaint

- Loss of performance Noise level Fan
 Air throw Electrical connection Other
 Leakage Defrosting Additional information: _____
 Icing up Corrosion _____

Coolant/s or refrigerant/s: _____ QKL-control unit Additional information (e.g., nameplate information): _____
 _____ Other regulation/control

Is there additional information?

Order/Del. note no.: _____ Nameplate information: _____ Other information: _____

forward to:

QS (089/74473-189)
 ASS (089/74473-227)

Info to:

R.I.C OEM
 GH AD

 = mandatory field

GEA Heat Exchangers
GEA Küba GmbH

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 Sitz der Gesellschaft/Registered Office: Baierbrunn
 Registergericht/Court of Registration: Amtsgericht München, HRB 93184
 Geschäftsführung / Management Board: Reinhard Kindler
 Umsatzsteuer-Identifikationsnummer/ VAT no. : DE 811154420

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Technical plant – Air cooler

RKL-No.: _____

Retrieval of technical data

Refrigerant e.g. R134a or NH₃: _____
 Air intake temperature: t_{Li} : _____
alternatively
 Room temperature: t_R : _____
 Compressor type: _____

Type of defrosting

Electrical Air circulation

Remarks: _____

Position of defrost sensor e.g. LE right/ top 2-3 pipe position: _____

Defrost limiting temperature: _____

Drip-off time in minutes: _____

Fan advance: Start up at _____ °C and/or in minutes: _____

Condensate drain heater: yes no

Condensate siphon present: yes no

If yes, one per evaporator? yes no

Technical plant – Condenser/Heat exchanger

RKL-No.: _____

Retrieval of technical data

Refrigerant (e.g. R134a, NH₃, or brine): _____

Condensation temperature: t_c : _____ Target: _____

Air intake temperature: t_{Li} : _____

alternatively

Brine intake temperature: t_{se} : _____

Location (e.g. roof/back wall of building etc.): _____

Other: _____

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