

Customer Returns Questionnaire

Please complete ONE form for EACH complaint.

Please answer all questions as thoroughly as possible to enable us to deal with your problem promptly.

This form **MUST** be completed **BEFORE** any samples are returned.

On receipt of the completed form, a Concern Report number will be issued, which must then be clearly displayed on the returned packaging. Failure to do so will result in the package being returned unopened.

Returned samples should be no more than 10m in length, where possible with the print spec intact, unless specifically authorised, and only of cable which has been installed, or tested, and found to be faulty. Carriage will be payable by the customer and reimbursed by HTL only if the product is found to display a manufacturing or factory handling defect.

Any further communication must quote the CR number at all times.

Please note - Heat Trace warranty runs for 24 months from date of despatch, or 18 months from date of installation, whichever is sooner. This will be applicable for all products supplied after January 2012; goods dispatched prior to this date continue to have the standard 12 months warranty. Any complaints received after this time can still be investigated, although this would be at the customer's expense. A quotation for the work required would be raised and forwarded on request.

Customer to complete please

Name of Company

Print Name

Position in Company Email

Telephone Number Date

PRODUCT REFERENCE (e.g. 17FSM2-CT, 90FSU2-NF)	<input type="text"/>
CABLE SERIAL NUMBER	<input type="text"/>
ANY PRINTED CERTIFICATIONS ON CABLE (ATEX, IEC Ex, FM etc.)	<input type="text"/>
DATE CABLE RECEIVED	<input type="text"/>
NATURE OF COMPLAINT (NO OUTPUT, COLD SPOTS etc.)	<input type="text"/>
REQUESTED OUTCOME (REPLACEMENT, CREDIT, REPORT etc.)	<input type="text"/>

PLEASE PROVIDE ORIGINAL SYSTEM DESIGN CALCULATIONS IF AVAILABLE.

Please attach any necessary extra sheets for information.

PIPE MATERIAL	
PIPE DIAMETER	
THERMAL INSULATION (TYPE & THICKNESS)	
CIRCUIT LENGTHS	
WHAT MAXIMUM VOLTAGE HAS BEEN APPLIED TO THE CABLE?	
PLEASE SUPPLY DETAILS OF ANY CIRCUIT BREAKERS OR OTHER PROTECTION DEVICES / POWER CONTROL EQUIPMENT USED	
TYPE OF PIPE FIXINGS (e.g. FIXING TAPE, CABLE TIES - STEEL OR PLASTIC)	
FREQUENCY OF PIPE FIXINGS	
TYPE OF TERMINATIONS	
TYPE OF JUNCTION BOXES USED	
SUPPLIER OF JUNCTION BOXES	
NUMBER AND TYPE OF PIPE SUPPORTS	

This page **MUST** be completed even if "Not Applicable"

<p>WHAT WAS THE THERMAL ENVIRONMENT, INCLUDING THE NATURE AND SET POINTS OF ANY THERMOSTATS, OR SWITCHING APPARATUS, THE MAINTAIN TEMPERATURE FOR WHICH THE HEATER WAS USED, TEMPERATURE OF ANY HOT FLUID FLOWING THROUGH THE PIPE WORK?</p>	
<p>WHAT WAS THE CHEMICAL ENVIRONMENT, ESPECIALLY ANY ACIDS, ALKALIS, OXIDISERS, PETROCHEMICALS ETC.? <i>We reserve the right to refuse to physically test any samples which are contaminated with chemicals which are either unknown or deemed to constitute an unacceptable Health & Safety hazard for HTL staff.</i></p>	
<p>HAS THE CABLE BEEN EXPOSED TO ANY PHYSICAL STRESS SUCH AS BENDING BEYOND THE MINIMUM BEND RADIUS, BEING TWISTED, IMPACTED OR TRODDEN UNDER FOOT?</p>	
<p>HAS THE CABLE BEEN SUBJECTED TO ANY VOLTAGE SPIKES OR POWER FLUCTUATIONS, OR POWERED WITH THE CONDUCTORS TWISTED TOGETHER, OR OTHERWISE FORMED A SHORT CIRCUIT?</p>	
<p>HAS THE CABLE BEEN EXPOSED TO HIGH AMBIENT OR PROCESS TEMPERATURES OR SIMILAR HEAT SOURCE IN ORDER TO LOOSEN IT FOR INSTALLATION?</p>	
<p>HAS THE PIPE BEEN SUBJECTED TO STEAM CLEANING OR PURGING? IF YES, PLEASE GIVE DETAILS OF METHOD AND TEMPERATURE USED. WAS THERE ANY LIQUID INGRESS INTO THE PIPE CLADDING RESULTING IN AN APPARENT LOSS OF HEAT OR OUTPUT?</p>	

PLEASE USE THIS SPACE TO PROVIDE US WITH ANY FURTHER INFORMATION WHICH YOU THINK MAY HAVE A BEARING ON THIS INVESTIGATION.

Please attach a copy of the installation test records relevant to the cable.

HTL use only

Date Received	<input type="text"/>
Received by	<input type="text"/>
CR Number	<input type="text"/>
Credit, replacement or other (please state)	<input type="text"/>
Authorised by	<input type="text"/>