

Please return to ZERA Service-Center
In case of malfunction of your product by
FAX: +49 2223 704-167 or
E-mail: service@zera.de

Caution: The following is only an example and the answers depend from type and date of delivery.

Questions	Remarks
Type/ Serial-Number of Test Bench: (e. g.: ED4711/ 23-485)	
Type/ Serial-Number of component: (e. g.: V107-36, SN 83-155-6)	
Type/ Serial-Number of separate unit (e. g.: PM106 in RES156-5)	
Printed board: (e. g.: VE102 in V107-36)	
Part: (e.g.: Transistor MJE14025 on VE102 in V107-36)	
Number of Drawing: (e. g.: 83576) (To be to downright corner of the schematic)	
Type/ Serial-Number of Portable Device: (e. g.: TPZ308/ SN: 004711)	
Is it a problem of: <input type="checkbox"/> Current <input type="checkbox"/> Voltage <input type="checkbox"/> One phase: <input type="checkbox"/> R; <input type="checkbox"/> S; <input type="checkbox"/> T <input type="checkbox"/> All phases <input type="checkbox"/> Power factor <input type="checkbox"/> Phase angle <input type="checkbox"/> All ranges <input type="checkbox"/> Special ranges	
Is there a difference between measured and displayed value? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes: Is it possible to measure with a reference meter (or clamp)?	
Is the problem constant or temporary?	
If temporary: how often (x-times per hour, day, week, and month)?	
Is there any error message on a display or LED's? (please refer to manual for error message code)	
What happened before the problem occurred? <input type="checkbox"/> New software installed <input type="checkbox"/> Parts changed <input type="checkbox"/> Transport of the device	
Does the problem occur: <input type="checkbox"/> after power on <input type="checkbox"/> after a certain period of time <input type="checkbox"/> after changing the load point <input type="checkbox"/> after changing the range (Voltage, Current)	

