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 <u>example</u> 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: ☐ Current ☐ Voltage ☐ One phase: ☐ R; ☐ S; ☐ T ☐ All phases ☐ Power factor ☐ Phase angle ☐ All ranges ☐ Special ranges	
Is there a difference between measured and displayed value? ☐ Yes ☐ 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? □ New software installed □ Parts changed □ Transport of the device	
Does the problem occur: ☐ after power on ☐ after a certain period of time ☐ after changing the load point ☐ after changing the range (Voltage, Current)	

Questions	Remarks
Does the problem depend on the type of meter under test? ☐ Yes ☐ No	
If yes: What are the data's of the meter? (Voltage, Current, Constant etc.) In all ranges?	
Is there any unusual behaviour like: ☐ Noise ☐ Smell ☐ Others (please explain on the right side) Is the position changed of the device? (e. g.: Amplifier, etc.)	
Does malfunction also move?	
Is it a problem on the output side or on the input side of the device or component?	
Additional remarks:	
Name of Company:	
Name of Contact Person:	
Email of Contact Person:	
Telephone Number of Contact Person:	

A detailed answer will help our experts to solve the problem. Thank you for assistance.

Service-Center ZERA GmbH