**Dear Ladies and Gentlemen,**

In order to correctly and comprehensively check the instrument your complaint relates we kindly ask you to answer the following questions as thorough as possible.

Event no.: to be completed by NIVUS

Customer:       Contact person:

Phone:       Fax:

Post code, city:       Address:

E-mail:

**Description of error pattern**

Please additionally provide us with data (backup) as well as the current parameter settings.

If questions should arise please contact our hotline on +49 (0)7262 9191-955.

**Corresponding measurement system (sensor or transmitter)**

Unit type

Serial no.

**Description of application**

**1. Place of installation**

WWTP intake  WWTP discharge  Pump station

Discharge volume measurement  Discharge measurement to WWTP from storage capacity or   
 to receiving water stormwater overflow tank

Stormwater channel  Raw drinking water conduit / channel  Sewerage network measurement

Turbine conduit  Throughfeed channel

Other place of installation please specify

**2. Channel geometry** (pls. add detailed drawing and application photos if available)

Dimensions / shape

**3. Measurement medium** (properties, temperature, pressure conditions)

**4. Location of measurement place**

Length of undisturbed calming section upstream of measurement spot:       m.

Length of undisturbed calming section downstream of measurement spot:       m.

Bed drop       cm  upstream of measurement spot  downstream of measurement spot

Step height       cm  upstream of measurement spot  downstream of measurement spot

Elbow      °       m

upstream of measurement  downstream of measurement  measurement within elbow

Channel profile change

Original profile:       dimensions:

New profile:       dimensions:

in a distance of       m  upstream of measurement  downstream of measurement

Stop valve in a distance of       m  upstream of measurement  downstream of measurement

Inflow from the side in       m  upstream of measurement  downstream of measurement

Constructions (sampling, analysis, pipes etc.) in       m

upstream of measurement  downstream of measurement

Other hydraulic disturbances   
please describe or add sketch

Backwater expected?

no  partially  permanent

Risk of sedimentation

no  yes - sedimentation

constant approx.       cm

varying approx.       cm to       cm

Many thanks for your detailed answers.

Please send the completed questionnaire by email to: [repair@nivus.com](mailto:repair@nivus.com) or

fax to: +49 (0)7262 9191-999

Your complaints will be promptly and uncomplicatedly dealt with.

With Best Regards

Your NIVUS Team