**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 or

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

Your complaints will be promptly and uncomplicatedly dealt with.

With Best Regards

Your NIVUS Team