Customer Returns Request (CRR)

Location: name and location of the affected installation	**Person in charge:** for consultation, contact details (phone) of an expert on site
Customer's article no. / Type: If several types/articles are affected, please create a separate CRR for each type.	**Manufacturer-no. / Type:**
Quantity of installed devices of the same type:	**Quantity of failed devices of the same type:**
Description of the failure behavior:	**Date codes of failed devices:** round sticker on emrg. module (WWYY)
Failure detected on:	**Ambient temperature:** min: max:
Battery in use: prod. date (WW/YYYY): capacity [mAh]: voltage [V]: **chemistry**: [ ] LFP / $LiFePO_4$ [ ] NiCd [ ] NiMH	**Light source LED:** nominal voltage [V]: rated current [mA]: rated power [W]: **FL/CFL:** type: size: [W]:
Type of switching of failed devices: [ ] non-maintained (only in case of power failure on) [ ] maintained (permanently on) [ ] controlled (light switch or motion detector toggles on/off)	**Light output of failed devices in mains operation:** [ ] normal [ ] off [ ] other:
Status-LED of failed devices in mains operation: [ ] constant green [ ] blinking green [ ] intermittent green (8s green - 0.5s off) [ ] interrupted blinking red [ ] blinking red [ ] constant red [ ] off [ ] other:	**Emergency light operation of failed devices:** [ ] on [ ] off [ ] reduced power [ ] cyclic on/off [ ] flickering [ ] other:
First failure: [ ] on the first day [ ] within the first four days (during regeneration) [ ] on the eighth day (first capacity test) [ ] after about three months [ ] other:	**Time between failures:** [ ] simultaneously [ ] one week (function tests) [ ] three months (capacity tests) [ ] random [ ] other:
Failure moment: [ ] during commissioning [ ] during regular operation [ ] while in function test [ ] while in duration/capacity test [ ] after power failure [ ] after working on the installation [ ] after working on the bus system (DALI only) [ ] other:	**Spatial confinement of the failed devices:** [ ] room (other rooms are not affected) [ ] floor (other floors are not affected) [ ] tract (other tracts are not affected) [ ] building (other buildings are not affected) [ ] an entire installation is affected [ ] multiple, location-independent installations are affected [ ] outdoors (e.g. facade, underpass, open parking garage) [ ] other:
Common features of all failed devices: [ ] identical battery (same manufacturer, type and capacity) [ ] identical light source [ ] common phase [ ] common fuse [ ] common BUS circuit [ ] other:	**Differences between failed devices:** [ ] battery [ ] light source [ ] various phases (three-phase cirquit) [ ] various fuses [ ] various BUS circuits [ ] other:
Light switch and mains connected to the same phase? [ ] no [ ] yes [ ] unknown	**event.log file of the control unit available?** [ ] no [ ] yes – please return with this form