INFORMATION NEEDED FOR F1145 AND F1245 HEATING ELEMENT FAILURE

CUSTOMER	INSTALLATION
NAME	PRODUCT
ADRESS	SERIAL NR (14 DIGITS)
CITY	INSTALLATION DATE
CLAIM NUMBER	FIRST DATE OF USE

INSTALLATION FIRM	
NAME	
ADRESS	
CITY	

TIME FACTOR FOR THE IMMERSION HEATER IN MENU 3.3 :

THE MAX ELECTRIC POWER OF THE ELEMENT (7 OR 9 KW EFFECT) :

IS THERE A RESIDUAL CURRENT DEVICE INSTALLED THAT LIMITS THE HEATING ELEMENT OPERATION? (CURRENT LIMITATION) :

THE MAX TEMPERATURE OF THE WATER ON THE HEATING WATER SIDE:

WHICH TYPE OF HEATING SYSTEM IS INSTALLED? (FLOOR HEATING, RADIATOR, FAN COIL ETC) :

INFORMATION OF ANY ADDITIONAL CHEMICALS ADDED TO HTE HEATING WATER, E.G. GLYCOLS, CORROSION INHIBITORS ETC) :

HAS FLOOR DRYING BEEN ACTIVATED?:

SEND THIS TO NIBE:

FOR MODELS INCLUDING AN ENERGY MEASURING DEVICE WITH A FLOW METER:
MAKE A LOG FILE AND LOG THE FOLLOWING: BF1, INT. EL.ADD STATE, PRIO AND COMPR.STATUS, WITH A LOG INTERVAL OF 30 SECONDS FOR AT LEAST 7 DAYS AFTER THE BROKEN IMMERSION HEATER HAS BEEN REPLACED. (SEE ATTACHED PICTURE) SEND THE COMPLETE LOG FILE TO YOUR SERVICE CONTACT AT THE NIBE EXPORT DEPARTMENT WITH A REFERENCE TO THE CLAIM NUMBER.

FOR ALL MODELS:
THE DEFECT HEATING ELEMENT AND ALSO A 500 ML SAMPLE OF THE WATER FROM THE HEATING WATER SIDE AND ALSO A 500 ML SAMPLE FROM THE ORIGINAL WATER THAT IS USED AS HEATING WATER, WHICH OFTEN IS THE SAME AS THE TAP WATER. MARK THE RETURN PARCEL WITH THE CLAIM NUMBER.