



## Hardy Diagnosis and Repair Questionnaire (Required for RMA #)

To facilitate the device/instrument diagnostic process, you must complete this form and submit using the instructions on page 2

Please tell us about the issue:

1. Describe the issue in detail for which you are returning this device/instrument.  
\_\_\_\_\_  
\_\_\_\_\_
2. How often does the fault/failure occur? \_\_\_\_\_
3. How are you able to recover from the fault/failure if possible? \_\_\_\_\_  
\_\_\_\_\_
4. Is the issue reproducible? Yes \_\_\_\_\_ No \_\_\_\_\_
  - a. If yes, please describe the procedure used to duplicate the issue. \_\_\_\_\_  
\_\_\_\_\_
  - b. If no, please describe the last successful operation performed on this device/instrument. \_\_\_\_\_  
\_\_\_\_\_
5. Was there a power outage, lightning, storm, or similar occurrence that happen prior to the device/instrument failing? Yes \_\_\_\_\_ No \_\_\_\_\_
6. Was there liquid or other conductive/nonconductive material accidentally spilled on the device/instrument? Yes \_\_\_\_\_ No \_\_\_\_\_
7. Was anyone performing electrical maintenance, welding, or other work around or near the device/instrument? Yes \_\_\_\_\_ No \_\_\_\_\_
  - a. If so, please describe. \_\_\_\_\_  
\_\_\_\_\_

Please tell about the environment where this device/instrument is operating:

1. Is the device/instrument used in high or low temperature environment? Yes \_\_\_\_\_ No \_\_\_\_\_
  - a. What is the typical operating temperature? \_\_\_\_\_
2. Is the device/instrument operating in dusty environment? Yes \_\_\_\_\_ No \_\_\_\_\_
  - a. If yes, what type of dust? \_\_\_\_\_
3. Is the device/instrument operating in or near a wet environment? Yes \_\_\_\_\_ No \_\_\_\_\_
4. Is the moisture in the environment corrosive? Yes \_\_\_\_\_ No \_\_\_\_\_ If Yes, Describe: \_\_\_\_\_  
\_\_\_\_\_
5. Is the device/instrument installed in an enclosure or cabinet? \_\_\_\_\_
  - a. If yes, what type of ingress protection? (Example: IP65, Type 4X) \_\_\_\_\_

6. Is the device/instrument operating in high or low humidity environment? High \_\_\_\_\_ Low \_\_\_\_\_  
 a. What is the relative humidity? \_\_\_\_\_
7. Is the device/instrument operating or installed with devices that may produce shock and or vibration?  
 a. Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, please explain. \_\_\_\_\_
8. Is the device/instrument or the scale operating near the following devices:  
 a. AC or DC motors \_\_\_\_\_  
 b. Variable Frequency Drives (VFD's) \_\_\_\_\_  
 c. High Voltage (AC/DC) \_\_\_\_\_  
 d. Relays \_\_\_\_\_  
 e. Switches \_\_\_\_\_  
 f. Pumps \_\_\_\_\_  
 g. Solenoids \_\_\_\_\_  
 h. Other types of devices please describe. \_\_\_\_\_
9. What is the type of equipment adjacent to this device/instrument? \_\_\_\_\_

Please tell us about the system/device/instrument configuration:

1. Please describe the system interconnection/configuration. (Example: The device/instrument is connected to PLC, LAN, I/O devices, etc.) \_\_\_\_\_
2. Is this a new installation? Yes \_\_\_\_\_ No \_\_\_\_\_  
 a. If yes, how long it been installed? \_\_\_\_\_
3. What type of calibration used and how often the calibration is performed?  
 a. C2® \_\_\_\_\_  
 b. Traditional \_\_\_\_\_
4. What type/model of load cell is being used?  
 \_\_\_\_\_
5. Is summing card being used? If so, how many load cells are connected? \_\_\_\_\_
6. How long is the cable from the instrument to the summing card? \_\_\_\_\_
7. Have there been any recent changes to the system associated with this device/instrument?  
 Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, please explain. \_\_\_\_\_

Name of Person Completing Form: \_\_\_\_\_

Company Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Best Contact Time: \_\_\_\_\_

Hardy Device Part Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Return to Hardy Support: [hardysupport@hardysolutions.com](mailto:hardysupport@hardysolutions.com) or Upload on the RMA Page on the Website: