



SERVICE QUESTIONNAIRE

Company _____
Location _____
Date of Request _____
Date Requested On-Site _____
Type of equipment _____
Is all equipment supplied by PSI? ____Y____N
Type of Service Requested: ____ Start-Up ____ Installation ____ Troubleshooting

Start-up Support

- Has equipment been installed and properly torqued? ____Y____N
- Have all electrical connections been made between controllers and equipment? ____Y____N
- Have all incoming power connections been made? ____Y____N
- For pump systems, has the pump been installed and the driveshaft left disconnected on the gearbox end? ____Y____N
- For pump systems with customer-supplied control systems, are there safety controls in place for: __Pump drive amperage __Inlet high suction pressure __Inlet Low suction pressure __High discharge pressure __Cold start protection
- For screenchanger systems, has the Hydraulic Power Unit been installed, and proper incoming power connected? ____Y____N
- Has all external piping not supplied by PSI been connected? ____Y____N
- Are the proper size, quantity, and mesh of screens on hand? ____Y____N
- Will there be customer employees or properly licensed and insured contractors on site for electrical issues that may arise? ____Y____N (PSI service technicians are responsible for PSI-supplied equipment only. They are not licensed, nor insured, to make any connections to customer supplied wiring)
- Once initial installation checks have been completed, is the system ready to run? ____Y____N



Repair/Troubleshooting

- Type of issue: __Mechanical __Controls
- Please briefly describe the issue to be addressed:

What is the end product this line produces? _____

What is the polymer being processed? _____

What temperature is the line operated at? _____

Please complete this form, scan, and send to: service@psi-polymersystems.com

For Start-up or Installation Guidelines – Please Reference:

<https://psi-polymersystems.com/wp-content/uploads/2023/12/Start-Up-or-Installation-Support-1.pdf>

Customer requesting service

Name (Printed) _____ Date _____

Signature _____

Phone: _____