# General Information

: We need to know : Would be very helpful

|  |  |
| --- | --- |
| **Bieri / HYDAC customer** |  |
| **Contact person, e-mail, Tel.** |  |
| **Pump type** |  |
| **Bieri part number** |  |
| Nameplate information (image): Order, production number |  |
| Ordered quantity |  |
| Ordering date |  |

The more information we receive, the faster and more accurately we can support.

Therefore, we kindly ask you to provide as much information as possible.

The information you provide will also contribute to continuously improving our products.

# System design

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| --- | --- |
| **Pump Installation** | |
| Pump shaft mounted horizontally or vertically? |  |
| Outside the tank, on the tank lid, in the tank wall, submerged others? |  |

|  |  |
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| **Drive** | |
| Speed ​​range (adjustable) [rpm] |  |
| Speed ​​(constant) [rpm] |  |
| Motor type (electrical, synchronous, asynchronous,  Servo, pneumatic, combustion engine, etc.) |  |
| Power [kW] and torque [Nm] |  |

|  |  |  |
| --- | --- | --- |
| **Suction line, tank** | | |
| Submerged, no suction pipe | |  |
| Suction pipe height [mm] | |  |
| Suction line dimension [internal diameter in mm] | |  |
| Tank above the pump, height [mm] | |  |
| Suction strainer yes / no, mesh density [microns] | |  |
| Other Tank type for example flexible bladder tank | |  |
| **System filter** | | |
| Return filter yes / no, filter mesh size [microns] |  | |
| Pressure filter yes / no, filter mesh size [microns] |  | |

# Application operating conditions

|  |  |
| --- | --- |
| **Application** | |
| Application,  Equipment, system / machine type, industry |  |
| Environment: weather-protected outdoor, indoor, marine environment, tropical, others |  |
| Function |  |

|  |  |
| --- | --- |
| **Hydraulic fluid** | |
| Manufacturer and brand name |  |
| Chemical type (mineral oil, synth. ester, polyglycol, water glycol, other) |  |
| Viscosity range [mm2/s, cSt] |  |
| Technical data sheet available? |  |

|  |  |
| --- | --- |
| **Operating Data** | |
| Operating pressure [bar] |  |
| Peak pressure [bar] |  |
| Operating cycle (description of the process) |  |
| Duty cycle |  |
| Fluid temperature range [° C] |  |
| Ambient temperature range [° C] |  |

# Problem Description

|  |  |
| --- | --- |
| How long has the pump been running [h] |  |
| Does the pump still achieve operating pressure?  If not, what pressure does it reach? bar/psi |  |
| Does the pump deliver the desired flow rate?  If not, how much? At what speed? At what pressure? |  |
| Are bubbles or foam visible in the fluid when the flow from the pump without pressure is fed directly into the tank? |  |
| Does the pump run inconsistently or does it generate unusual noises? Please describe. |  |
| Does the pump show inconsistent or unusual working behaviour? |  |
| Is there fluid leakage from the pump? (Shaft sealing ring, screws, valves, other) |  |
| Other |  |

# Possible causes

|  |  |
| --- | --- |
| Are all line connections and fittings tight? Also on the suction line? |  |
| Was the system cleaned or flushed before the first operation?Was the system was first operated during 1 h without pressure to flush chips and particles out and to allow a lubricant film to develop on the bearings? |  |
| Are there chips or particles visible in the fluid?  Was the fluid cleanliness checked recently? What was the result? |  |
| Is there a clogged filter and has the fluid been allowed to flow unfiltered through the bypass valve? |  |
| Have pressure peaks during start-up or during operation occurred? |  |

Thank you for your help.