Generator Failure Diagnostic Form

This form must be filled out and returned to RigMaster with 15 days of submitting the warranty claim.

READ THIS PART CAREFULLY:

Failures caused by "**Corrosion**", "**Water inside Generator**" or "**Exhaust Soot Grounding**" are not covered by the manufacturer.

DEALER WILL NOT BE COMPENSATED BY RigMaster FOR THESE TYPES OF FAILURES.

Water (moisture) inside a Generator is caused by power washing or steam cleaning RigMaster without covering Generator vents.

Exhaust Soot Grounding is caused by running the RigMaster unit with exhaust failures for extended time.

Technical diagnosis of Generator failure must be thorough and accurate.

Distributor:

Mobile Thermo Systems - RigMaster Power, 9-1320 Ellesmere rd., Toronto, Ontario, Canada, M1P 2X9, 1-800-249-6222

Dealer Info:			
Dealer Name			
Address			
City		Phone 1	
State/Prov		Phone 2	
Country		Email 1	
Zip/Postal		Email 2	
Dealer person filling out this form:		Your Position:	
phone ext.#			
What is your dealership's "Repair Order" number?			

Generator Owner/Company:			
Company or Owner			
Address:			
City:		Phone 1	
State/Prov.:		Phone 2	
Zip/Postal		Email 1	
Country		Email 2	

Generator					
Model (example: BL105E)		Serial #			
Hours of running		Is there a grey **RigMaster** "OTC sticker" near the serial number on the Generator?			
		RigMaster OTC #			
In Service Date		Failure Date		Repair Date	

Customer Complaint?

Diagnostics and Measurements:	Technician Name:
Tests and Inspections:	**Result of test or inspection:**
Can you pry up the Generator mount plate 1 inch?	
Generator belt in place and properly tensioned	
Reset breakers (power not needed to reset)	
Remove Generator plastic cover look for broken or loose connections	
Is corrosion present?	
Is moisture present?	
Are bearings ok?	
Is there soot from exhaust present?	
Make note of the positions of the wires on the capacitor terminals then remove them. Check volts across capacitor terminals, if it's a "+" reading, then the red test lead is on the positive terminal. There should be at least 1.5volts, if not, re-install the wires in their original position and "flash" the capacitor with a 12volt battery. To do this, note the correct polarity, touch wires from the battery to the capacitor terminals for 1 second.	**Voltages Measured:**
Disconnect leads from capacitor, check capacitance by using a meter that can measure 38uF to 42uF across capacitor terminals.	**Capacitance measurements:**
With the ENGINE RUNNING AND THE AIR COND. OFF, test for 120V power from the T1(red) lead to the T2(white) lead, then test from T3(brown) lead to neutral T4(blue) lead.	**Voltages Measured:**
If leads T1 and T3 give limited volts to breakers while under a 1500 watt load, check for 61.5 "Hertz", adjust engine's idle if necessary.	**What Voltage was present? What Hertz was measured? Was idle adjusted?**
If "Hertz" frequency is OK,remove the neutral line wire nut and measure the voltage across T1(red) and T2(white) leads and T3(brown) and T4(blue)-should be minimum of 1.5volts, if less, capacitor may need to be "flashed". Generator normal output voltage(off load)is 130volts AC @ 61.5Hz	**Measurement from Red to White? Measurement from Brown to Blue?**

Resistance Charts

All figures are approximate values in Ohms

Gen Model	Voltage	Main Stator Per Section	Auxiliary Winding
BL105E	115 or 220	0.41	1.07
E1C10S G	110 or 120	076	2.45

Please enter your resistance readings in the spaces below

Wired as 110, 115v or 220v?	Stator Windings		Aux

(Aux. winding: Test between capacitor leads)

Repairs performed:

FAILURE REPORT

NC No.:		Date:	

FAILURE IDENTIFICATION

CUSTOMER:		**LOCATION:**	
ALT. MODEL:		**QUANTITY:**	
CODE:		**SERIAL NUMBER:**	

FAILURE DESCRIPTION

Claim from Customer ☐ Failure from Linz Service ☐

Reported by: Date:

Failure Repair:

NC treated by: Date:

Failure Causes / Action to Prevent Recurrence:

Action by: Date:

Estimated cost of Failure Repair: **(FOR INTERNAL USE ONLY)**

Cost of components: Qty._____ x $ _____ = $_____

Labor Cost: hrs._____ x $ _____ = $_____

Total Cost: **$**_____

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