POWER QUALITY: Technical Checklist

Use this checklist to troubleshoot technical issues and help identify the source of the problem.

1. What kind of equipment problems have you been experiencing?

   Computer related problems:
   - Lost data
   - Scrambled data on disk, screen, or memory
   - Software damage
   - Printer errors
   - Parity check errors
   - Unexplained need to reboot
   - Monitor goes blank
   - Network locks up

   Other electronic problems:
   - Capacitor failure
   - Equipment lockup
   - Process control errors
   - Adjustable speed drive trips off
   - Losing circuit boards in equipment controls
   - Failure of power electronics

   Other equipment problems:
   - Repeated failure or damage of lights, motors, or other hardware
   - Processes crash unexpectedly
   - Frequent service calls but technicians can’t find a problem

2. Is the problem power related?

   - Have you ruled out a software problem, bad input data, or operator error?
   - Is the hardware in good operating condition?
   - Is the hardware properly ventilated? Are the air circulation vents unblocked and away from walls and other equipment?
   - Is the area free of static? If not, install static mats or touch pads, use an anti-static spray, or get a humidifier

3. Can you identify the type of power event that initiates the problem?

   - Does the problem seem to occur regularly?
   - Does the problem occur in conjunction with other equipment operations? Have you tried rescheduling the on/off times of the other equipment?
   - Do the lights blink when the problem occurs?
   - Does the problem seem to be weather related?

   Keep a log of equipment problems to help identify patterns.

4. Can you identify any promoting factors that might aggravate or enhance the problem?

   - Is the circuit feeding the equipment overloaded?
   - Is the circuit feeding the equipment properly sized and grounded?
   - Have you recently added any new electrical devices, tools, or appliances near your sensitive equipment? Have you tried moving them farther away or powering them from a different circuit?

5. If you've tried the suggested solutions, and still have a problem, call us. We can help.

Contact PSE
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