

# 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

If you checked all the boxes under question 2, you probably have a power quality problem.

## 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

Business Account Services  
425-462-3111  
businessaccountservices@pse.com