

Blu2Light – Complaint questionnaire

Customer

VS customer no.

Company

Address

ZIP / Country

Name of the contact person

Phone number of the contact person

Project

Project name / no.

Delivery date of the products

Date of installation

Vossloh-Schwabe

Contact person (name)

Phone number

This questionnaire serves to identify and solve the occurred problem more quickly. Therefore we ask you to answer the following questions as precisely as possible.

■ 1. SOFTWARE VERSION

Software version of LiNA Connect app: _____

Software version of LiNA Touch app: _____

Software version of Mesh (Bluetooth firmware): _____

Software version VS products (controller firmware): _____

All devices have the same version number for Mesh and VS-Software

Devices have different version numbers

■ 2. APPEARANCE OF FAILURE

Always

Often, specify: _____

Sometimes, specify: _____

■ 4. FUNCTIONAL GROUPS

Is only one Functional Group affected or several Functional Groups in combination?

Only one Functional Group affected

Several Functional Groups in combination are affected. Specify how other functional groups are affected:

■ 5. AFFECTED COMPONENTS

If more than one component is affected, please specify the quantity of components.

| | | | |
|---------------------------|-----------------|------------------------|-----------------|
| Blu2Light Sensor XS | Quantity: _____ | Blu2Light Connect Zero | Quantity: _____ |
| Blu2Light Sensor XL | Quantity: _____ | Blu2Light DigilED | Quantity: _____ |
| Blu2Light MultiSensor AIR | Quantity: _____ | Bluetooth-Button (4x) | Quantity: _____ |
| Blu2Light Connect (PB4) | Quantity: _____ | LiNA Touch App | |
| Blu2Light Connect ME | Quantity: _____ | LiNA Connect App | |

■ 6. CONFIGURATION OF NODES

| | |
|------------------|---------------|
| Light regulation | Timer |
| Sequences | Others: _____ |
| Scenes | |

■ 7. STATE OF BLU2LIGHT SYSTEM MODE

Auto: Active Passive Basic

Manual

■ 8. STATUS OF THE LED INDICATOR OF THE B2L DEVICE (XS, XL, ME, AIR)

Always OFF Blinking after power-up, then off Always blinking

Others, specify: _____

■ 9. DESCRIPTION OF THE FAILURE

(free text)

■ 10. STEPS TO REPRODUCE THE ERROR

(free text)

■ 11. BACKUP

Please send a backup file of the affected system to your VS contact person.