

Fault report form template

A fault report form captures a problem with an installed system in enough detail to act on: which device, where, what it's doing, how bad it is, with a photo.

Project	Site	Completed by	Date
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1. Reported by

Filled in by the person reporting the fault.

1.1 Your name Required

 TEXT

1.2 Company Required

 TEXT

1.3 Phone or email Required

 TEXT

1.4 Reporting as Required

☐ Customer or end user
☐ Our engineer
☐ Another contractor

CHOOSE ONE

1.5 Best time to attend

e.g. weekday mornings, not during the 2pm board meeting.

 TEXT

2. Where and what

2.1 Site Required

 TEXT

2.2 Building, floor and room Required

 TEXT

2.3 System Required

☐ Solar PV
☐ Battery storage
☐ EV charging
☐ Electrical
☐ BMS and controls
☐ Fire and security
☐ IoT and sensors
☐ Network and Wi-Fi
☐ Other

DROPDOWN

2.4 Device

Make, model, serial or asset code. Scanning the QR code on the device fills this in.

 TEXT

3. The fault

3.1 What is happening? Required

In your own words. Include any error code, app alert or light colour.

NOTES

3.2 When did it start? Required

DATE

3.3 How often? Required

CHOOSE ONE

☐ All the time

☐ Intermittent

☐ Happened once

3.4 When does it happen?

Time of day, weather, after a restart, when a certain vehicle charges.

↳ Shown when "How often?" is Intermittent

NOTES

3.5 What changed recently?

CHOOSE ANY

☐ Nothing known

☐ Power cut

☐ Storm or bad weather

☐ Building works

☐ Moved or re-cabled

☐ Software, firmware or network change

☐ Don't know

3.6 Photo or video of the fault

PHOTO

4. Impact

4.1 Who is affected? Required

CHOOSE ONE

☐ One device

☐ One room or area

☐ One system site-wide

☐ The whole site

4.2 Is there a safety or security risk? Required

YES / NO

☐ Yes ☐ No

4.3 Describe the risk

If anyone is in danger, make the area safe and phone as well.

↳ Shown when there is a safety or security risk

NOTES

4.4 What has already been tried?

CHOOSE ANY

☐ Nothing

☐ Switched off and on

☐ Checked the isolator or breaker

☐ Checked the monitoring app

☐ Called us already

5. Triage

Completed by the installer's office or engineer.

5.1 Ticket reference

TEXT

5.2 Priority Required

CHOOSE ONE

☐ Critical: site or safety affected

☐ High: system down

☐ Medium: degraded

☐ Low: minor or cosmetic

5.3 Cover Required

DROPDOWN

☐ Service agreement

☐ Manufacturer warranty

☐ Installer warranty

☐ Chargeable

☐ To be confirmed

5.4 Previous faults on this device

YES / NO

☐ Yes ☐ No

5.5 Next step Required

CHOOSE ONE

☐ Resolved remotely

☐ Site visit booked

☐ Parts ordered

☐ Referred to manufacturer

☐ Not our fault: reported to client

5.6 Visit date

↳ Shown when Next step is Site visit booked

DATE

5.7 Resolution notes

↳ Shown when Next step is Resolved remotely

NOTES