

① Please complete this form before contacting Nuvair technical support for assistance.

We need your help in diagnosing your compressor problems. Knowing the answers to the following questions before your phone call to us will save time. Please email this completed form to info@nuvair.com.

② Please send relevant photographs and videos with sound.

We can frequently diagnose compressor problems quickly if we have good audio and visual files to review. Please email your files to info@nuvair.com.

Questions	Answers	Questions	Answers
Your Name		Company Name (if any)	
Your Phone Number		Your Email	
Provide a short description of your compressor problem			
Compressor Make		Compressor Model	
Compressor Year		Compressor Serial Number	
Total Run Hours		Compressor Power	
If gas or diesel, is engine running normal?		If electric, has the required power supply on the ID plate been met?*	
If electric, has the power supply been checked for blown fuses?*		Your preferred method of communications	
Stage 1 Pressure		Stage 2 Pressure	
Stage 3 Pressure		Stage 4 Pressure	
Type of Compressor System		Are the auto drains leaking or bypassing when they should not?	
Does the auto drain have power?		Can you feel air in the drain bucket?	
Have you checked overpressure relief valves for leakage?		Do you have a user manual and parts list for your equipment?	

* To be determined by a qualified electrician.