



Important notes on data preparation

Dear customer,

When troubleshooting or clarifying questions, the data recorded in a data logger can provide valuable information. So that we can help you, it often makes sense to send us the recorded data by e-mail.

In order to avoid misunderstandings and costs in advance, we would like to ask you to prepare data series for us as far as possible:

- Please **do not send us raw data** but, for example, a ready-prepared Excel file from which the problem can be quickly identified.
- Please mark the data series relevant for troubleshooting (in color, time period, graph).
- The parameters should be labeled in plain text in the header of the table columns.
- Column with clear time stamp (date + time).
- It is helpful to convert the data into a graph so that we can get a quicker overview. Please attach this to your e-mail.
- For security reasons, files must not contain macros.

General additional information

The following information can help us to find the cause of the error.

Order number/serial number(s) of the station/device:

Date of installation/assembly:

GPS position of the system (only if known):

Last supply voltage (volts). For measuring systems with solar panels, please specify the voltage stored in the data record at 0:00 h.



Are there any sources of interference in the vicinity of the device/station?

- High-voltage power lines
- Electric fences
- Emitters of electromagnetic interference fields

Are all fuses in order and are all connecting cables correctly connected?

Please send us photos of the current position and condition of the measuring station for a precise fault analysis.

We ask for your understanding that if you send us raw data, we can no longer carry out this sometimes time-consuming processing and viewing of data free of charge. If you require a cost estimate before starting to analyze raw data, please let us know.

As always, we will be happy to answer any questions you may have.

Your ecoTech team