

# 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: \_\_\_\_\_

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## ■ 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:

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## ■ 5. AFFECTED COMPONENTS

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

<input checked="" type="checkbox"/> Blu2Light Sensor XS	Quantity: _____	<input checked="" type="checkbox"/> Blu2Light Connect Zero	Quantity: _____
<input checked="" type="checkbox"/> Blu2Light Sensor XL	Quantity: _____	<input checked="" type="checkbox"/> Blu2Light DigilED	Quantity: _____
<input checked="" type="checkbox"/> Blu2Light MultiSensor AIR	Quantity: _____	<input checked="" type="checkbox"/> Bluetooth-Button (4x)	Quantity: _____
<input checked="" type="checkbox"/> Blu2Light Connect (PB4)	Quantity: _____	<input checked="" type="checkbox"/> LiNA Touch App	
<input checked="" type="checkbox"/> Blu2Light Connect ME	Quantity: _____	<input checked="" type="checkbox"/> 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 ERROR

(free text)

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## ■ 10. STEPS TO REPRODUCE THE ERROR

(free text)

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## ■ 11. BACKUP / NETWORK OVERVIEW

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

Please additionally add a network overview.

When you share your backup file with VS, we gain access to your system keys. We hereby declare that we will not share any of your information with third parties.

## Blu2Light FAQ

- **The system works not as intended, what to do?**
  - o Update the app to the latest available version in the Appstore.
  - o Update all mesh components to the latest version provided by the app.
- **Some mesh components are sometimes not reachable**
  - o Check "Network information". Are some of the links marked as weak links in yellow or red?  
If so, consider placing a Blu2Light component in between.
- **A Blu2Light node works not stable**
  - o Check if the used power supply is capable for providing enough current for all connected devices.  
The voltage at the Blu2Light node input must be at least 9.5 V.
  - o Check DALI lead length. Maximum length is 300 m when a lead with 1.5 mm<sup>2</sup> cross section is used.
  - o Check voltage drop on DALI line. Maximum 2 V are allowed.
- **After using a Blu2Light 4CH wireless button on a Blu2Light node, no further connection is available**
  - o Update to the latest app and mesh version