

---

November 7, 2011

## The Seven-step Process for Basic Electrical Troubleshooting

Step seven of the seven-step troubleshooting approach is *Performing Root Cause Analysis*.

Performing root cause analysis, even though mentioned last, began in the first step of the troubleshooting process. You should use the knowledge gained throughout the troubleshooting process in determining what could have possibly caused the component to fail. Did the component fail prematurely? Why are the motor windings failing after only a few years of service? These are just a few of the questions that may come to light when evaluating the whole repair process. Without identifying the possible cause that led to the failure, the repair will always be only temporary. While working through the troubleshooting process, ask yourself, "Is this the root cause or just a symptom of the problem?"

To read more about this step and see it applied to a boiler feed pump example, read the Basic Electrical Troubleshooting document at <http://www.pdma.com/pdfs/Articles/Troubleshooting.pdf>.

You are invited to submit an Electric Motor Testing Tip of your own and receive a free PdMA mug or hat if we publish it! Contact Lou at 813-621-6463 ext. 126 or [lou@pdma.com](mailto:lou@pdma.com).

Copyright 2011 PdMA Corporation. All rights reserved. The PdMA Tip of the Week is produced by PdMA. PdMA shall not be liable for any errors or delays in the content, or for any actions taken in reliance thereon.