

# Troubleshooting Guide

## Operational Issue Resolver



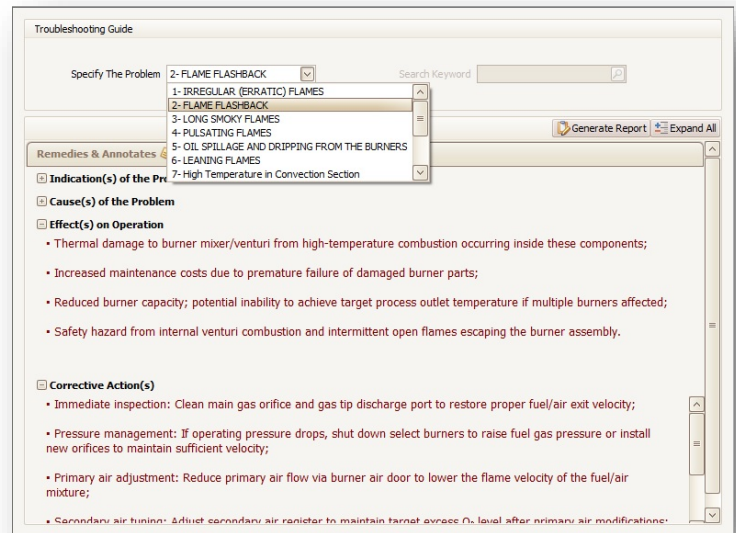
FHinfinity Xtra

**Troubleshooting Guide**® is a specialized knowledge-based module within FHinfinity®'s *FH-Xtra* workspace, designed to assist operators and engineers in rapidly identifying, diagnosing, and resolving common operational issues in fired heaters. Unlike generic manuals, this tool provides a structured, symptom-driven workflow that links real-world field observations directly to root causes, operational impacts, and actionable corrective measures.

### .Key Technical Features

**Curated Issue Library:** Contains a comprehensive list of the most frequent operational challenges encountered in fired heaters.

**Structured Diagnostic Workflow:** For each selected problem, the guide automatically displays four critical information panels:



- **Indications:** Real-world symptoms and field observations.
- **Causes:** Potential root causes ranked by likelihood.
- **Effects on Operation:** Impact on safety, efficiency, tube life, and process stability.
- **Corrective Actions:** Step-by-step, actionable recommendations for immediate resolution and long-term prevention.

**One-Click Reporting:** Once the diagnosis is complete, users can generate a fully formatted report with a single click. Reports can be exported to PDF, Word, HTML, or other formats for easy sharing, archival, or inclusion in compliance documentation.

### Operational Workflow & Integration

- **Select Problem:** Choose the observed issue from the "Specify the Problem" dropdown menu or use the keyword search bar.
- **Review Diagnostics:** Read through the automatically populated sections for Indications, Causes, Effects, and Corrective Actions.
- **Implement Solution:** Follow the recommended corrective actions to resolve the issue safely and efficiently.
- **Generate Report:** Click "Generate Report" to create a professional document summarizing the problem, diagnosis, and solution for team review or regulatory records.