CRA SAMPLE

F13 Corrective action and contact with authorities

Example after one year of operation, status 05.02.2028 · Nordwald Wärmetechnik GmbH, networked wood chip boiler NWT HACKTHERM 60 connect

Publisher	OT-Cyber.de, Max Gilg, Rosenheim
Sample company	Nordwald Wärmetechnik GmbH, networked wood chip boiler NWT HACKTHERM 60 connect (fictitious)
Note	Free sample, not legal advice

Company, people, data and numbers are fictitious. This is how the document looks after one year of operation.

1 Purpose and scope

Corrective actions for deviations in the field, with risk assessment and a decision on whether the market surveillance authority must be informed (P16).

2 Document control

Field	Entry
Document no.	NWT-CE-F13
Version, status	1.1, approved
Scope	NWT HACKTHERM 60 connect (18 to 60 kW), controller, gateway, portal and app
Author	Jonas Weiß, Engineering and Product Security (PSO)
Checked by	Ingenieurbüro Lechner (safety), Sichtwerk Security (security)
Approval	Michael Berger, Managing Director, 05.02.2028
Next review	15.03.2029 or in the event of a substantial modification
Confidentiality	internal
Filing	Technical documentation NWT-TD-HT60C, retained for at least 10 years after the last unit is placed on the market

3 Corrective action and contact with authorities: overview

Trigger: 18.01.2028: report from a service technician that door switch SF4 from one delivery switches with a delay in cold conditions

Affected: Batch 11/2027, installed in HT60C-27-0026 to HT60C-28-0030 (5 units)

Risk assessment: Delay of up to 0.9 s instead of 0.4 s; shutdown still takes place, PL d is still achieved according to calculation; no serious risk

Action: Replacement of the switches in all 5 units by 02.02.2028, incoming goods inspection at the supplier

Contact with authorities: Not required, as there is no serious risk and conformity is maintained; assessment confirmed by Ingenieurbüro Lechner, file F13-2028-01

Closure: 05.02.2028, M. Berger

Case	Date	Type	Authority informed
F13-2027-01	16.10.2027	Portal vulnerability, notification under Article 14 (F06)	Yes, via reporting platform
F13-2028-01	18.01.2028	Door switch batch	No, justified

4 Procedure

✓ The case is recorded and the affected serial numbers are identified via F10 and F11

✓ The risk is assessed, together with the engineering consultancy for safety issues

✓ A decision is made on correction, withdrawal or recall; the authority is informed without undue delay in the event of a serious risk

✓ Operators are informed, the action is carried out and documented for each unit

✓ The root cause is eliminated and D06 or D07 are reviewed

5 Terms and abbreviations

PL: performance level according to EN ISO 13849-1, from a (low) to e (high)

SF: safety function

6 Revision history and approval

Version	Date	Change	Approval
1.0	15.03.2027	Form introduced	M. Berger
1.1	05.02.2028	Case: door switch batch	M. Berger

Approved: Michael Berger, Managing Director, 05.02.2028 (signed in the original). Free sample from OT-Cyber.de, not legal advice. Company, persons, serial numbers and data are entirely fictitious.