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**Customer Questionnaire**

**Company:** Klicken oder tippen Sie hier, um Text einzugeben.

**Address:** Klicken oder tippen Sie hier, um Text einzugeben.

**Post Code / Place:** Klicken oder tippen Sie hier, um Text einzugeben.

**Country:** Klicken oder tippen Sie hier, um Text einzugeben.

**Contact:**  Klicken oder tippen Sie hier, um Text einzugeben.

**Phone:** Klicken oder tippen Sie hier, um Text einzugeben.

**E-Mail:** Klicken oder tippen Sie hier, um Text einzugeben.

**Project / Machine:**  Klicken oder tippen Sie hier, um Text einzugeben.

New product  New process  Replacement/exchange

Existing machine Make/ Type:       Machine No.:

1. **Your Process:**

Mixing - dry

* moist

Granulation  Reaction  Dispersion

Pyrolysieren  Drying  Liquefaction

Tempering  Coating       

1. **Characteristics of the final product** (Raw material properties on point 5)

Dry -  Powdery -  Dust-free

-  Free-flowing -  Granulate, agglomerate

Moist -  Pasty, sticky -  Liquid, pumpable

1. **Is product build up to be expected?**

Yes  Strong  Rigid

No  Medium  Adhesive

Weak  Loose

Setting/ curing

Easily removable

Difficult to remove

1. **Production process**

Manual  Automatic  Batchwise  Continuous

Required Performance      kg/h

Batch size      kg/batch

Possible No. of cycles      batch/h

Working hours      h/day      h/year

1. **Recipe / Product composition**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Product** | **powdery** | **dusty** | **pasty** | **Slightly moist** | **muddy** | **cristalline** | **lumpy** | **hygroscopic** | **Easy flowable** | **adhesive** | **fibrous** | **sticky** | **liquid** | **Part in recipe** | Bulk Density | **Particle size** | | | **Visc.** | **Humidtiy** |
| **Min** | **Medium** | **Max** |
| **[wt. %]** | **[kg/l]** | **[m]** | **[m]** | **[m]** | **[mPas]** | **[%]** |
| **1** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **2** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **3** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **4** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **5** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **6** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **7** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **8** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **9** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **10** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

1. **Quality criteria with respect to final product:**

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| Explanation  Klicken oder tippen Sie hier, um Text einzugeben. |

1. **What analytical methods should be used for quality assessment?**

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| --- |
| Explanation  Klicken oder tippen Sie hier, um Text einzugeben. |

1. **To be completed in case of tests**

Contact person Klicken oder tippen Sie hier, um Text einzugeben.  
 E-Mail 🖂 Klicken oder tippen Sie hier, um Text einzugeben.  
 Phone 🕾 Klicken oder tippen Sie hier, um Text einzugeben.

1. **Details of the process**

|  |  |  |
| --- | --- | --- |
| Is a size reduction of the product allowed during processing? | Yes  No | |
| Does an adhesive phase occur during the processing? | Yes  No | |
| What is the pH value of the initial product? | Klicken oder tippen Sie hier, um Text einzugeben. | |
| Are the products explosive, flammable and / or toxic? **If yes**, please fill in the ATEX Questionnaire | Yes  No  No | |
| Is gas/ vapour released during the reaction/drying? | Yes  No  ....................................................... | |
| Heat of reaction of the process? | none  endothermic  exothermic | |
| Initial humidity [wt. %] | Klicken oder tippen Sie hier, um Text einzugeben. | |
| Desired final humidity [wt. %] | Klicken oder tippen Sie hier, um Text einzugeben. | |
| What is the maximum allowable product temperature? | Dry       °C | Humid       °C |
| What is the maximum allowable product discharge  temperature? | °C | |
| Desired size of granulate / agglomerate | µm | |

1. **Technical specification**

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| --- | --- |
| **Material:** Product-contact parts  Stainless steel  Mild steel  Lining:        Material No.        Outside parts  blasted  polished  painted  Design pressure       bar  Design temperature      °C  Pressure vessel regulation  (DGRL, ASME, etc.) | |
| **Product feed**  No. of feed ports: | **Electrical equipment / cabinet**  Control cabinet  included  by customer |
| **Product discharge**  Manual Pneumatic  Door  Ball valve | Operating voltage       V  Control voltage       V  Valve voltage       V  Frequency       Hz  Protection IP |
| **Explosion protection / ATEX**  Yes  No |

1. **Utilities**

|  |  |  |  |
| --- | --- | --- | --- |
| Energy source for | | Inlet temperature [°C] | Pressure [bar] |
|  | Water | Klicken oder tippen Sie hier, um Text einzugeben. | Klicken oder tippen Sie hier, um Text einzugeben. |
| Heating | Steam | Klicken oder tippen Sie hier, um Text einzugeben. | Klicken oder tippen Sie hier, um Text einzugeben. |
|  | Thermal oil | Klicken oder tippen Sie hier, um Text einzugeben. | Klicken oder tippen Sie hier, um Text einzugeben. |
| Cooling | Water | Klicken oder tippen Sie hier, um Text einzugeben. | Klicken oder tippen Sie hier, um Text einzugeben. |
|  | Brine | Klicken oder tippen Sie hier, um Text einzugeben. | Klicken oder tippen Sie hier, um Text einzugeben. |

1. **Other remarks**

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| Drawing/ sketch/ flow chart attached  Short description of the reaction process, process flow, temperature profile, peripherals, etc.:Klicken oder tippen Sie hier, um Text einzugeben. |

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| --- | --- | --- | --- | --- |
|  | Place / Date |  | Signature / Stamp |  |
| Should you require any further information, please contact your sales representative directly. | | | | |