Customer Questionnaire

Customer: _____

Contact: _____

Phone: _____

E-Mail: _____

Project / Machine: _____

Machine-No.: _____

☐ New product ☐ New process ☐ Replacement/exchange

1. Your Process:

Mixing - dry ☐

- moist ☐

Granulation	☐	Reaction	☐	Dispersion	☐
Pyrolysieren	☐	Drying	☐	Liquefaction	☐
Tempering	☐	Coating	☐	……..	☐

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

☐ Dry - ☐ Powdery - ☐ Dust-free
- ☐ Free-flowing - ☐ Granulate,agglomerate

☐ Moist - ☐ Pasty, sticky - ☐ Liquid, pumpable

3. Is product build up to be expected?

☐ Yes ☐ Strong ☐ Rigid
☐ No ☐ Medium ☐ Adhesive
☐ Weak ☐ Loose
☐ Setting/ curing
☐ Easily removable
☐ Difficult to remove

4. 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

5. Recipe / Product composition

No	Designation	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]	[µm]	[µm]	[µm]	[mPas]	[%]
1																					
2																					
3																					
4																					
5																					
6																					
7																					
8																					
9																					
10																					

6. Quality criteria with respect to final product:

Explanation

7. What analytical methods should be used for quality assessment?

Explanation

8. To be completed in case of tests

Contact person _____
E-Mail ✉ _____
Phone ☎ _____

9. 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?	.....	
Are the products explosive, flammable and / or toxic? **If yes**, please fill in the ATEX Questionnaire	☐ Yes ☐ No	
Is gas/ vapour released during the reaction/drying?	☐ Yes ☐ No	
Heat of reaction of the process?	☐ none ☐ endothermic ☐ exothermic	
Initial humidity [wt. %]	.....	
Desired final humidity [wt. %]	.....	
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	

10. Technical specification

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: .....

Product discharge

	Manual	Pneumatic
Door	☐	☐
Ball valve	☐	☐

Explosion protection / ATEX
☐ Yes ☐ No

Electrical equipment / cabinet
Control cabinet ☐ included ☐ by customer

Operating voltage	V
Control voltage	V
Valve voltage	V
Frequency	.....Hz
Protection	IP.....

11. Utilities

Energy source for		Inlet temperature [°C]	Pressure [bar]
	Water		
Heating	Steam		
	Thermal oil		
Cooling	Water		
	Brine		

12. Other remarks

☐ Drawing/ sketch/ flow chart attached

Short description of the reaction process, process flow, temperature profile, peripherals, etc.:

Place / Date

Signature / Stamp

Should you require any further information, please contact your sales representative directly.