



ViscoTec – Newsletter 03 / 2010
Questionnaire for new inquires



ViscoTec systems are depending on a lot of parameters. So in order to choose the correct and best solution for the customer it is necessary to have the basic process parameters from the customer. In the past we had a questionnaire which was very detailed and often a little bit confusing for the customers. Below we tried to simplify this questionnaire and summarize the most important information we need to create the quotation and give the best solution for the customer (technically and economically):

Necessary process parameters:

- =>Dosing quantity (e.g. in ml / cc)
- =>Dosing time (e.g. in seconds / minutes)
- =>Flow-rate / speed (e.g. in ml / min)

General parameters / features:

- ⇒ Which type of application? (e.g. bead / line dosing, spraying, metering, dot dosing)
- ⇒ Is a treatment necessary? (e.g. degassing / agitating / buffering)
- ⇒ Is a product supply- system needed (e.g. barrel emptying system / cartridge emptying system)
- ⇒ Dimensions and size of these barrels / cartridges
- ⇒ Which control should be used (e.g. integration into customer PLC / ViscoDos / ViscoPro)
- ⇒ EX / ATEX-certification necessary?

Detailed information to the fluid:

- ⇒ Which type of material / chemical basis? (e.g. 1- or 2-component / silicone / PU / epoxy / paste / grease, etc.)
- ⇒ Viscosity and specific weight of the fluid / mixing ratio and pot life (at 2-component)
- ⇒ Manufacturer and trade name / number of the fluid
- ⇒ Data sheet / safety data sheet of the fluid (probably the best solution)
- ⇒ Dangerous or aggressive ingredients
- ⇒ Fillers and other particles