

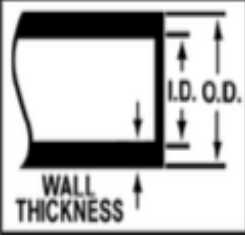
Scalewatcher Customer Questionnaire

In order to accurately estimate the labour, materials, and equipment costs for any project, it is essential that all data and documents relating to the project, and its environment are itemized before we determine the appropriate system for the success of your project. This service may alternatively be provided by your local distributor/dealer. Please return this form by e-mail.

PROJECT, TECHNICAL & INSTALLATION QUESTIONNAIRE

Date	Customer/End User	Project's name	Application field
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Contact's name	Telephone	
Site location	Mobile	
City	Postal code	Email
State	Country	Website

	Pipe/tube diameter			Pipe/tube material		Flow rate	Scaling type	Ambient temperature		
	I.D.	O.D.	W.T.	Stainless steel		Liters/sec Cubm/h Cubm/day GPM Not known	Carbonate	Minimum	Maximum	
	mm cm m in			Galvanized steel			Sulphate	°C °F		
				Copper	Silicate					
			Cement	Lead	Hard					
			Plastic	Iron	GPM	Soft				
			Other		Not known	Other				

Conductivity (uS/cm)	Water system type				Weatherproof unit required?	Danger of dust or gas?
TDS (PPM)	Single pass		Multi pass		Yes No	Yes No
TSS (PPM)	Open (air has access)		Open (cooling tower, pool)			
pH	Closed (air has no access)		Closed (chiller, central heating)			
Present water treatment:	Water softener	Chemicals	Reverse Osmosis	None		

Give a description of the system to be protected with present problems with scale deposits.

How often shutdown for maintenance due to scale deposits during the past year?

Please attach to your email a simple diagram showing the water system, pipe lengths, pipe diameters, flow direction and problem areas.

TDS: Total Dissolved Solids in PPM or mg/L, TSS: Total Suspended Solids in PPM or mg/L
 For a quotation it is not necessary that all questions are answered. The most important are: Pipe diameter, flow rate, pipe material and TDS in order to advise the model. If it is expected that the TSS level will be high the customer needs to be informed that the treatment does nothing with suspended solids in the water.

Depending on where you are please return this questionnaire to:



M. +973 33637770 T. +973 17735700 E. +973 17735600
 E. info@operakool.com W. www.operakool.com
 P.O. Box 2161 - Kingdom of Bahrain