

Mixer Service and Support

Dear Valued Customer:

SPX FLOW Aftermarket Services would like to thank you for the opportunity to provide services for your mixing equipment. To ensure a smooth and timely completion of this project, there are several variables that need to be addressed prior to our site visit. Please review and complete the attached questionnaire. These questions are designed to ensure our field technicians arrive at your facility fully prepared and not lacking any vital equipment.

Unless previously agreed upon, SPX FLOW Aftermarket Services does not provide certain equipment, components, and services. If it is determined that any of these items are necessary and cannot be provided by you, the customer, a discussion needs to take place as soon as possible to ensure there are no delays in your project. These items are as follows:

- Crane and crane operators
- Forklift for transporting equipment throughout the site
- Electrical connections
- Tank mounting hardware and tank gaskets
- Oil or synthetic lubricants for gear cases

All field technicians will provide their own personal protection equipment, which is to include hardhat, safety glasses, safety shoes, hearing protection, and fall protection. If additional safety equipment is necessary, a list of this equipment needs to be attached to the questionnaire.

Our standard workday is from 7:00AM to 5:00PM Monday through Friday. After hour work is available, upon request. SPX FLOW Aftermarket Services assumes our field technicians will have ready access to work areas, tank, and equipment needed. Any delays in work caused by other contractors, vendors, operations, or facilities will be viewed as additional work.

Due to this information having the potential of significantly altering the processes used to successfully complete this project, our office cannot schedule a date for a site visit until this questionnaire is completed. If you have any questions, or need further clarification, please feel free to contact us.

In accordance with SPX FLOW policy, a purchase order must be received in advance of any travel arrangements being secured, or, a Factory Certified Technician being dispatched.

Cordially,

Aftermarket Services
SPX FLOW, Inc.



Mixer Service and Support

Field Service Scope of Work Questionnaire - Customer Information

Name: _____
Address: _____

Site Contact: _____
Phone #: _____

Mixer Model: _____
Serial Number: _____
Representative: _____
Rep Contact: _____
24hr Contact #: _____

Scope of Work Overview:

Details: _____

Tank Information:

Tank Diameter: _____
Mixer Mount: _____
Location: Inside/Outside: _____
Walkway/Platform: _____
Ladder Mounted: _____
Vessel Entry Required: _____

Tank Height: _____
Tank Construction: _____
Environmental Cond: _____
Scaffolding: _____
Manway Size: _____
On Site Training Required: _____
Entry Equipment Provided by Customer: _____

Rigging Information:

Rigging Devices Needed: _____
Lifting Point Available: _____
Head Room Above Tank: _____

Personal Protective Equipment/Safety Requirements:

- | | |
|---------|---------|
| 1 _____ | 5 _____ |
| 2 _____ | 6 _____ |
| 3 _____ | 7 _____ |
| 4 _____ | 8 _____ |

Print Name: _____

Signed By: _____

Contact # _____

Additional Information: _____



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