



## **1. Quality assurance and measurement process by manufacturer**

- 1.1. in order to ensure quality, Seller/Manufacturer records each HEX exchanger by taking pictures of ready product:
  - 1.1.1.before packing (at least 4 pictures from 4 sides)
  - 1.1.2.after packing (at least 2 pictures from 2 sides)
- 1.2. in a case of claim about quality those photos will be used to evaluate of a claim (also for insurance claim from logistic). Those pictures will be archived for 6 months from date of shipment.

## **2. Quality acceptance guide / allowed imperfections:**

- 2.1. top and bottom covers are cleaned from glue, dust, and other residues
- 2.2. the edges of the lamellas are cleaned of adhesive residues
- 2.3. steel sheet of casing is without corrugations and indentations, clean, no inscriptions, acceptable scratches created from technological reasons during production (a.k.a. machine traces)
- 2.4. positive leak test result printed at nameplate (when Leak < Max Allowed)
- 2.5. one double plate is allowed for every 30 cm of the exchanger stack
- 2.6. twisted lamellas (up to 2 mm) are acceptable and does not affect the quality of the exchanger work
- 2.7. at 10 mm from the bottom and top plates, the distance between lamellas may change (increase or decrease) and does not affect the quality of the exchanger work
- 2.8. it is acceptable to manually bend or glue the lamellas (with appropriate tools) in the amount of no more than 2 pcs. per one exchanger, after such operation, each exchanger once again undergoes full quality control and leak test
- 2.9. manual straightening of the lamellas is acceptable
- 2.10. the lamellas do not extend beyond the outline of the exchanger housing
- 2.11. at a height of 30 cm from the base, the exchanger cannot be inclined by more than 5 mm
- 2.12. lamellas without mechanical damage, dents, burrs – acceptable adhesive residues after the manual gluing process
- 2.13. each exchanger is marked with individual label containing the serial number (or number of order)

## **3. Packaging of HEX:**

- 3.1. single piece packaging:
  - 3.1.1.lamellas are covered by sheets of cardboard and binding tape
  - 3.1.2.all tightly wrapped with a white stretch film
- 3.2. collective packaging:
  - 3.2.1.according to the size of exchanger from 1 to 6 pieces at one pallet
  - 3.2.2.according to size of exchanger, pallets can be stacked, but up to a height not more than 2.40m
  - 3.2.3.each pallet is marked with the type of exchangers, order number, safety signs

## **4. Customer verification after delivery:**

- 4.1. The customer should verify each heat exchanger upon delivery. The following quality aspects must be verified:
  - 4.1.1.compliance of the delivered goods with the order
  - 4.1.2.providing the Technical and Operating Documentation
  - 4.1.3.the occurrence of mechanical damage and other nonconformities that may indicate irregularities in the transportation process – In this situation, the Customer must document the condition of the shipment and identified defects with photos and fill out the complaint form with the carrier

## **5. Handling and operating guidelines:**

- 5.1. needed when taking out from stretch film and cardboard box

## **6. Storage guidelines:**

- 6.1. if the exchanger is not installed immediately, leave the product in its original packaging and follow the rules of proper storage – prolonged exposure of the product to the improper conditions may damage and shorten the lifetime of heat exchanger components
- 6.2. avoid exposure to moisture, excessive sunlight and other weather conditions



**Sale terms and conditions concerning Quality, Packaging, Handling and Maintenance of Counterflow Heat Exchangers (a.k.a HEX) produced by Swiss Rotors**



6.3. make sure the counterflow heat exchanger is positioned vertically on the dry and flat ground; long-term storage on curved floor may cause tilting of exchanger and seriously affect the factory precalibration.

6.4. support and secure the exchanger against mechanical damages

**7. Maintenance**

7.1. maximum air velocities up to 3 m/s

**8. Claim procedure**

In case of a claim Customer should contact to our Technical Support and fill "Customer claim form" (only gray fields) which is attached to this document. Collecting and securing pictures or other data that may speed up the complaint handling process is required. Send all collected information to our Technical Support.