

Checklist for Technical Support

In order for us to provide you with detailed product recommendations it is important that you answer as many of the above questions as possible.

The more information that you can provide us with, the quicker and more detailed we can answer it.

Please answer each question with a complete sentence!

Project name: _____

Project location: _____

General contractor: _____

Applicator: _____

Problem / Request:

1. General Information:
 - Please provide a detailed description of the problem:
 - Which construction / building elements are to be treated?

2. Construction Elements / Building:
 - Wall, floor, basement, tank (potable water, sewage water) etc.?
 - Which building materials are/were used? (concrete, masonry, screed etc?.)
 - Substrate conditions:
 - Old building, new construction, rehabilitation or repair?

3. Type of Loads / Stresses:
 - Mechanical, dynamic, thermal, chemical (medium, concentration + temperatures) etc.:
 - Water Analysis (sewage treatment plant), what kind of water, chemical content if any?

4. Substrate:
 - Quality of substrate:
 - Substrate testing (Substrate strength (pull-off test), substrate residual moisture (CM-testing), Hammer method for hollow spaces, etc.)

Which documents are available (drawings such as sectional drawing, photos)?

5. Drawings (hand sketch or CAD)
 - Only construction details (description of the construction build-up):
 - Dimensions of the construction elements or building

6. Pictures:
 - Project photos, detailed photos, etc:



Product requirements:

7. Type of waterproofing / coating:
 - mineral, bituminous, synthetik resin, sheet membrane etc.

Special requirements:

8. Structural condition/state of the building (cracks, crack width, spalling, strength, reinforcement):
 9. Climatic situation (e. g. monsoon, extreme heat/cold, etc):
 10. In case of rehabilitation, please provide a detailed description of the damage (**important: enclosed photographs**):
 11. Causes of the damage:
 12. Is any type of substrate preparation planned? If so what method? (e.g. shot blasting, high pressure water cleaning, grinding, sandblasting, etc):
 13. Will/are penetrations treated with a flange (In-, Outlet, drainage etc.)?
 14. Which country-specific standards + regulations must be observed?
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Company Name: _____
Your Name: _____
Phone Number: _____
E-Mail Address: _____
Date Submitted: _____

Received in
Detmold by: _____
Date Received
in Detmold: _____