

DATE: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

1. BACKGROUND INFORMATION	
YOUR NAME:	YOUR EMAIL:
YOUR COMPANY:	YOUR PHONE #: ( ) ____ - ____
YOUR MAILING ADDRESS (for return correspondence)	YOUR FAX # (if appropriate) ( ) ____ - ____
STREET ADDRESS: _____	NAME OF ACCOUNT WITH PROBLEM:
CITY: _____ STATE: _____ ZIP: _____	CITY / TOWN OF THE ACCOUNT:

2. DESCRIPTION OF THE PROBLEM
What is enclosed for evaluation and testing (describe the problem):
PROCEDURES: Excellent ____ Good ____ Fair ____ Poor ____
DESCRIBE: When problem started? _____ How long have you had the account? _____
What have you tried to remedy the problem?

3. PRODUCTS			
PRODUCTS BEING USED:	QTY / CYCLE:	PRODUCTS BEING USED:	QTY / CYCLE:
BREAK:	oz	BUILT DET:	oz
SUDS:	oz	SOFT/SOUR:	oz
DESTAINER:	oz	SOUR:	oz
SOFTENER:	oz	OTHER?	oz
If products being used are from a competitor, whose products are they?			

4. ADDITIONAL INFORMATION			
MACHINE MAKE / MODEL:			
MACHINE CONDITION: Excellent ____ Good ____ Fair ____ Poor ____			
WATER SOFTENER? Y / N	WORKING PROPERLY? Y / N	IS A WATER SAMPLE ALSO BEING SENT?	Y / N
HOT WATER TEMP:		FABRIC TEST pH:	
WATER HARDNESS: gpg		FABRIC TEST CHLORINE RESIDUAL:	Y / N
BICARBONATE ALKALINITY: ppm		FABRIC TEST IRON RESIDUAL:	Y / N
<b>PLEASE ATTACH A COPY OF LAUNDRY FORMULA(S) FOR THE MACHINES.</b>			

5. INFORMATION REQUESTED FROM U S CHEMICAL			
PHONE CALL: Y / N		U S CHEMICAL ACCOUNT MANAGER VISIT:	Y / N
LETTER: Y / N		WATER ANALYSIS REPORT (if provided):	Y / N
FAX OF LETTER: Y / N		If a letter is requested, will it be shown to customer:	Y / N
OTHER:			

Tech service items are generally not returned as it limits the type of tests that can be run.  
 If the item(s) must be returned, please check here:

## TECHNICAL SERVICE REQUEST

U S Chemical provides in-house technical service and end-user problem solving in support of our distributors' warewashing and laundry business. This service is performed on a no charge basis. If the use of an outside laboratory or testing service is necessary, U S Chemical will bill the distributor for those direct costs only. To submit a sample for testing, please use the following steps.

### 1. PREPARE THE SAMPLE

#### A. Water Sample

Water samples should be packaged in **clean** glass bottles at least 16 fl oz in size. The top of the bottle should be taped with packing tape to prevent leaking, and the bottle should be carefully wrapped in an appropriate absorbent and cushioning material inside a box. If multiple samples are provided, care should be taken to insure that shifting of the contents cannot result in breakage.

#### B. Ware Sample

Ware samples should be wrapped in an appropriate cushioning material inside a box. If multiple samples are provided, care should be taken to insure that shifting of the contents cannot result in breakage.

#### C. Fabric Sample

Fabric samples should be dry and wrapped in plastic inside a box. Shipment of samples contaminated with blood or any fluid that carries the risk of spreading potentially infectious diseases is prohibited by federal law and will not be accepted. Laundered fabrics with blood stains are acceptable.

#### D. Product Sample

All product samples should be sent with an SDS to the attention of the R&D Laboratory at the address below.

### 2. FILL OUT THE TECHNICAL SERVICE REQUEST

There are different request sheets for warewash and laundry technical service requests.

Each sheet has 5 sections as follows:

#### A. Background Information

Fill in the appropriate information so we know who you are and where the account is that is having problems. Include FAX number, if you wish to be contacted by these means.

#### B. Description of the Problem

Provide all relevant information about the history of this problem. Additional paperwork may be attached if desired.

#### C. Products Being Used

List the products being used and the quantity of each product being injected in the cycle.

#### D. Additional Machine Information

Fill in the appropriate information.

#### E. What Information is Requested from U S Chemical

After we have completed our testing, we will contact you. Please, tell us the most convenient way to relay our findings to you.

### 3. SHIPPING THE SAMPLE AND TECHNICAL SERVICE REQUEST FORM

Send requests and samples to:

**U S Chemical**  
**Attn: Training Department**  
**316 Hart Street**  
**Watertown, WI 53094**

Phone: (920) 261-3453  
(800) 558-9566  
FAX: (920) 261-4521

To check on a technical service request, please call 1-800-558-9566 and ask for the Training Department. Technical service requests are normally processed within 10 days working days of receipt.