

Dow Water Solutions Claim Evaluation Form

This form must be filled in with all the requested information and e-mail to sos@dow.com before the Claim Process is started. You will receive an email containing a Return Authorization (RA) Number and shipping instructions.

Claim Evaluation: Complete Sections 1 & 2 (Section 2 – Fill out section based on technology)

A return authorization (RA) number will be provided to start the process to assess products supplied by Dow. The RA number will be provided only once the required operational data and information related to the installation is provided by the customer. Products returned to Dow facilities without proper identification (RA number) will be disposed. As a result of the assessment of any Warranty Evaluation (WE) claim, an acceptance or Denial letter will be issued. No cost or chargeable fee associated. Cleanings or any other activity intended to improve the performance of the installation where the products are operated are excluded from the scope of any claim.

Section 1: Must be completed for for all cases independent of the technology

Product Return Details		
Name		
Company		
Plant Name		
Address		
City	State	Country
Postal Code/Zip		
Phone		
Fax		
e-mail		

DOW Representative Contacts

Have you contacted a Dow Representative? Yes No

DOW TS&D Contact: E-mail:

DOW KAM Contact: E-mail:

Section 2: Technology Evaluation

Type of warranty provided at purchase:

3 Year Element Warranty 5 Year System Warranty Other (Describe)

Reverse Osmosis Elements:

Number of membrane elements sent for WE: _____ (Attach separate sheet if needed with S/N's)

Total number of membrane elements that may be affected:

Product Model(s)	Serial Number(s)	Date Installed	Element Position (lead, tail, etc...)	Symptoms Description (Low Flow, poor rejection...)

System Information – Required for Return Authorization number to be provided

Application Industrial/Power Specialties Municipal
 Pharma Oilfield Others, please indicate:

trains: # stages: # pressure vessels in each stage: # elements per pressure vessel:

Permeate flow: System recovery (%): Feed water temperature: °C °F

RO or NF Pretreatment: UF Media Coagulation Cartridge Other (describe)

Feed water source: Surface Water Well Water Salt Water (Ocean/Sea) Municipal Waste Water
 Industrial Waste Water Other (Please describe)

Chemicals used for cleanings (if any)

Feed water chemistry available? YES (attach separately) NO

Operational data available? YES (attach separately) NO

Performance Data and Feed Water Characterization

Attach Normalized Operational Data (i.e: Normalized Permeate Flow, dP progress, Normalized Salt Rejection, etc) and recent feed water analysis.

Typical tests performed in a warranty evaluation

	Reverse Osmosis/ Nanofiltration Evaluations
Visual inspection	●
Performance Test (if possible)	●
Autopsy (only visual inspection)	●
Chemical Degradation	●

Ultrafiltration Modules:

Number of modules sent for WE: _____ (Attach separate sheet if needed with S/N's)

Total number of modules that may be affected: _____

Product Model(s)	Serial Number(s)	Date Installed	Module Position on Skid	Symptoms Description (Low Flow, high TMP...)

System Information – Required for Return Authorization number to be provided

Application Industrial/Power Specialties Municipal

Pharma Oilfield Others, please indicate:

trains: # modules per train: Operational Flux (L/m²-h): Filtration Cycle:

Backwash Flux (L/m²-h): Type of water used for Backwash: Air Scour Flow (Nm³/h):

Oxidant CEB Chemical/Frequency: Alkali CEB Chemical/Frequency: Acid CEB Chemical/Frequency:

CIP Frequency: CIP Recipe:

Feed water source: Surface Water Well Water Salt Water (Ocean/Sea) Municipal Waste Water

Industrial Waste Water Other (Please describe)

Feed water chemistry available? YES (attach separately) NO

Operational data available? YES (attach separately) NO

Upstream Process Aeration Pressure Sand Filter A/O treatment Multimedia Filter

Coagulation/Flocculation Green Sand Filter Sedimentation Activated Carbon

Clarification Cartridge Filter. Pore size Exchange Frequency

Secondary Sedimentation Bag Filter. Pore size Exchange Frequency

Lime Softening Self cleaning filter. Pore size Exchange Frequency

Sterilization/Disinfection Other (please specify)

Chemicals used (if any) Sodium Hypochlorite Dosage (ppm) Dosing Point

Ferric Chloride Dosage (ppm) Dosing Point

Organic Polymer Dosage (ppm) Dosing Point

Aluminum Chloride Dosage (ppm) Dosing Point

PAC (Powder Activated Carbon) Dosage (ppm) Dosing Point

Other (Please describe) Dosage (ppm) Dosing Point

Typical tests performed in a warranty evaluation

	Ultrafiltration Evaluations
Visual inspection	●
Flux Test	●
Integrity Test	●
Autopsy (if applicable)	●

Ion Exchange Resins (for performance claims):

Number of resin samples sent: _____ (Attach separate sheet if needed production batch number)

Total number of vessels that may be affected: _____

Product Name(s)	Resin Type(s) (SAC, SBA, WAC, WBA)	Vessel Number (1,2,A, B...)	Samples ⁽¹⁾	Regenerated or exhausted	Symptoms Description

(1) Please indicate if the sample was taken from the top (T), middle (M), bottom (B) of the bed or if it is an average sample

Persistent or Recurring Problems:

WATER Softening Demin Industrial Water Power Condensate Polishing Ultrapure Water

SPECIALTY Industrial Process (Catalysis, Mining, Chemical Processing) Sweeteners Bioprocessing
 Nutrition Others. Please, specify

Vessel for Sample	1	2	3	4	5	6
Identification						
Diameter (ft/m)						
Height of Resin Bed (ft/m)						
Height of Vessel (ft/m)						
Resin Type						
Lot Number(s), if possible						
Approx. Date Installed(Mo\Yr)						
Has it Been Topped Off?						
Approx. Rebed Time, months						
Regenerant Used and Concentration						
Regeneration Temperature Range						
Regeneration Flowrate						
Regeneration Volume						
Co- or Counter-current Regeneration Mode?						
Cross-Regeneration Frequency						
Cross-Regeneration Used and Concentration						

Typical tests performed in a performance claim

	Resins Evaluations
Visual inspection	●
Total Exchange Capacity	●
Moisture Retention Capacity	●
Microscopic bead examination	●
Partcile Size Distribution	●
Whole Bead	●

