

## Obtaining an Instruction Manual or replacement print

The information that you need may not be readily available and would require us to search through our records. Typically much of the information is included within the equipment's original operating instruction manual or listed on the Nameplate mounted on the equipment (usually on the control compartment door, or the rear of the equipment). This includes:

- Equipment's full load amperage
- Gas fired burner(s) rated BTU/H input
- Heater(s) rated wattage input
- Equipment's dimensions
- Equipment's specification data

If you would like us to research additional information for you, we will be happy to fulfill your request, but first we must document that the equipment is being used in a proper way. As you know, product liability issues cost all of us far more than we would like. Therefore, in an effort to help reduce our exposure and thereby keeping our products competitively priced, we have a very strict policy with regards to insuring that the process is compatible with the equipment's original design. We must therefore request that you answer a few simple questions about your process.

To help you with this request, we have included a ***PROCESS / MANUAL QUESTIONNAIRE***.

**WARNING: IMPROPER USE OF THIS EQUIPMENT CAN RESULT IN PROPERTY DAMAGE, SERIOUS BODILY INJURY OR DEATH!**

**DO NOT USE THIS EQUIPMENT UNTIL YOU ARE CERTAIN THAT YOUR PROCESS IS COMPATIBLE WITH THE EQUIPMENT DESIGN.**

We must rely on your knowledge of the process. Despatch claims no knowledge of the details of your specific process. We can only determine if your Despatch equipment is compatible with your process based on the information we are asking you to provide. If an unsafe condition exists we will advise you to **IMMEDIATELY SHUT DOWN YOUR Despatch EQUIPMENT** Despatch can also assist you in modifying or replacing your present equipment to eliminate any hazard.

We will review the information received. Generally most requests can be researched within one (1) to two (2) hours, but if the actually time required is greater than this, a purchase order for an engineering fee will be required to perform the work. We will respond within three (3) to five (5) business days of receipt of a copy of your purchase order or a written acknowledgment of our rates (by fax or mail).

- Depending on the age of the equipment, the documentation may be limited or no longer available. We will waive the research fee in this case.

Replacement operating instruction manual or S-type installation manual are available through our Customer Service Group at 1-800-473-7373 Option #2 (parts).

The operating instruction manual contains:

- Equipment's specification data

- Vendor documentation
- Electrical schematic(s) and a mechanical assembly drawing. The cost is not based on the material content, but time required to research and assemble the replacement manual. On standard models the cost for a replacement manual will generally range from \$200 to \$400. On special or engineering system equipment, a review of the equipment would be needed to determine the replacement manual cost.

The S-type installation manual contains:

- How the knocked down larger batch ovens are erected.
- Information (text and graphics) on the proper installation of this type of equipment.

We hope you will find this information useful. THANK YOU for contacting us and allowing us to be a service to you. Please contact us at 1-800-473-7373 if you have any questions.

<b><u>PROCESS QUESTIONNAIRE</u></b>			
<b>YOUR COMPANY NAME:</b>			
<b>ADDRESS:</b>			
<b>YOUR NAME:</b>		<b>TITLE:</b>	
<b>PHONE #:</b>		<b>FAX#:</b>	
<b>EQUIPMENT:</b>			
	<b>SERIAL NUMBER:</b>		
	<b>MODEL NUMBER:</b>		

PROCESS:

(Describe, in detail, the process supported by the Despatch equipment identified above.)

USE SEPARATE PAGE IF REQUIRED

HOW LONG ARE PARTS IN OVEN? \_\_\_\_\_ PROCESS TEMP \_\_\_\_\_ (Process Duration)

DOES YOUR PROCESS INVOLVES VOLATILES? \_\_\_\_ YES \_\_\_\_ NO

<b>Volatile Name</b>	<b>Lbs/Hour</b>	<b>Gal/Hour</b>	<b>Lbs/Gal</b>	<b>CFBE*</b>

\*CFBE = Cubic Feet of Air Rendered Barely Explosive per Gallon of Solvent

(IMPORTANT: We Must Know Exact Amount of Volatile Used or Released)

DOES PROCESS CONTAIN OTHER COMBUSTIBLES? WHAT TYPE?

ELECTRICAL SAFETY SYSTEM:

Exhaust Fan and Proper Airflow Sensor Present? Working?

Purge Timer? High-Limit Control Installed & Working?

Electric Heat *Back -Up* Contractor Installed & Working?

Voltage: Heaters? \_\_\_\_\_ Motors? \_\_\_\_\_ Controls? \_\_\_\_\_

AIR HANDLING SYSTEM:

Fresh Air Duct Size? \_\_\_\_\_ (ID) Damper Blade Size? \_\_\_\_\_ Open Area? \_\_\_\_\_

Exhaust Duct Size? (ID) Damper Blade Size? Open Area?

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PROCESS QUESTIONNAIRE

POWDER COATING ONLY

Powder Coating Processes create special concerns for the safe operation of your Despatch equipment. The following request for information will help Despatch determine if your equipment and process are compatible. If a problem is detected we will notify you at once. Until we have had the opportunity to review the following information we must advise you of the following warning.

**WARNING: IMPROPER USE OF THIS EQUIPMENT CAN RESULT IN PROPERTY DAMAGE, SERIOUS BODILY INJURY OR DEATH!**

**DO NOT USE THIS EQUIPMENT UNTIL YOU ARE CERTAIN THAT YOUR PROCESS IS COMPATIBLE WITH THE EQUIPMENT DESIGN.**

Please Answer The Following: Surface area of the maximum load of parts processed in an hour, expressed in (Square Feet per Hour) Square Feet /Hour.

Maximum Powder Thickness? Mils.

What are the Powder Manufacturer's Recommended coverage in square feet per pound to yield a coating 1 Mil thick? square feet per pound.

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**Despatch Industries**

8860 207<sup>th</sup> Street West, Minneapolis, MN 55044  
Telephone: 800-726-0110 International: 952-469-5424

[www.despatch.com](http://www.despatch.com)