



April 18, 2022

RE: Metals Application Evaluation Guidelines

Technical Support is asking for the following information to process and evaluate application requests as quickly as possible. This information is necessary for proper assessment and communication within our department and our colleagues in Germany.

Please complete the following actions:

1. Fill out fields in the most recent Applications Evaluation Form (CRF) editable PDF document. Please note photocopies of the form won't be accepted as they become a secured document upon completion and saved in our database for document retention.
 - a. Project information: include customer name, address, and city, state, and contact information.
 - b. System questions: include function of the system, product requested with corresponding sizes, minimum and maximum pressures (psi or bar), and temperatures (Fahrenheit or Celsius), along with percentages when mediums are being mixed, if applicable.
2. All SDS (MSDS) of the chemical(s) in question. Elementals such as oxygen, helium, argon, etc. do not require an SDS, just percentages and purity.
3. Requests are processed on a case-by-case basis, single "piping applications" require a separate inquiry for each piping application/assembly, even if it's for the same job/project, this is done for tracking purposes with ViegaForce through our customer case process. Mixed chemicals (mediums) within the same piping assembly do not need a separate inquiry, percentages of mixture and SDS sheets only.
4. Each email inquiry will generate a customer case via ViegaForce, please respond to/inquire about each Applications Evaluation Request by their case number once generated. Sending a separate email to inquire about a pending case/chemical request creates a duplicate case that delays the process and interrupts the case history.

Having all available information for each request will ensure a timely response for a quick turnaround time to best serve our customers' needs.

All requests should be handled through our technical support department located in New Hampshire. Please contact our Technical Support Specialists at (866) 838-8714 or techsupport@viega.us

Thank you for your cooperation.

Troy Locke

Troy Locke, CPD
Manager, Customer Engagement

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