



SPARES SERVICE and or ADVICE.

Availability ABSOLUTELY DEPENDS ON YOU PROVIDING US WITH THE ORIGINAL "SHOP ORDER / WORK ORDER NUMBER"

THIS NUMBER IS STAMPED ON THE STAINLESS DATA PLATE.

It is the same number as both the invoice number, the original confirmation note number and the shipping advice note number.

This number is the file number in which all documents kept related to our supply to you, and or your supplier, and or your system builder or pump supplier, or purchasing agency and are stored or archived by us. For equipment manufactured at the USA plant the number will appear as US 0 -----

Items manufactured in Europe the number reads : - UK -----

One FAQ, Why do you (we) recommend replacement for PTFE AND "FLEXFLON" PARTS AT 6 MONTHS USE MAX ?

Answer :- ptfе is A PLASTIC it is not elastic, it does not recover to its starting dimensions. When deployed as a flexing diaphragm membrane it will become distended and thinned in areas of most movement. Nor is it totally impervious , particularly to Nitric and bromides which will cause permeation. Liquids that make their way through it may attack any backing material and bondings or the Nitrogen side housing.

AVAILABILITY

In order to keep spare parts and service available for equipment that was produced as long ago as 1963, we now have to differentiate between products produced within the last decade, and those from before the last 10 years.

Tooling, sample packages, and documentation, for older designs are having to be "archived".

INTRODUCING THE NEW TRACEABILITY SYSTEM.

From 1st September 2015 we will have to charge de-archiving, and charge for:- set-up and "run in" procedures on tooling that has had to be brought back from archive. Please note, this process may take several weeks.

We can no longer absorb the above costs .

Where you need new parts and or service for older equipment you will make savings by purchasing spares and spares for your spares.

Ordering a single part for an older unit will no longer be economic. we CAN NO LONGER SUBSIDIZE THE SERVICE.

PRICING FOR OLDER EQUIPMENT WILL HAVE TO BE MUCH HIGHER.
On occasion making new "duplicates" of old equipment may even be less expensive.

Please be aware that comparing the last price paid and lead times that applied for spares and or service is no longer valid.

We trust that this method of ENSURING THAT ASSISTANCE IS AVAILABLE FOR EVERYTHING THAT WE HAVE HAD THE HONOR TO SUPPLY TO YOU IN THE LAST 50 YEARS - will be to your liking

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LEAD TIMES,

Priority will be given to customers who pay fastest.

TERMS

, Spares, repairs, service, refurbishments, re-certification tests , :
After receipt of you credit card number, we will provide up to 5 minutes of free support advice , regardless of the age of our equipment.

TERM

Spares are only offered in accordance with our standard conditions of supply. Please see <http://www.pulseguard.com/terms/conditions.html> starting :- 1. Customer's special Terms and Conditions may be accepted but only if the customer has written by letter to the company and has obtained the company's agreement in writing to the customer terms and conditions prior to the quotation, which will other wise state a price and delivery based on these terms, as will our confirmation of your request for the supply of the goods or services.

PAYMENTS

1. Credit card 2. Cash with order. 3. Net 15 days, add 7.5% for approved customers only.

M. Packer President