

FREQUENTLY ASKED QUESTIONS

ADAPTATION / CONNECTIONS

1. Which connection types are possible?

- i. Pipe sockets are sufficient. Unless otherwise agreed, we use cutting ring couplings. However, we are also happy to take over existing connections such as threaded connections, union nuts, vacuum flanges or similar. Please indicate in the comment field which connections have been installed.

2. My connections are not listed. What should I do?

- i. No problem. Just note your connection type in the comment field and we will check a possible adaptation. You are also welcome to send us a drawing or sketch of your connection type or simply ask directly to: appliedservices@witzenmann.com

MATERIALS

3. Why do I have to specify the material of my components?

- i. We check the plausibility of each order before confirming the order. Not every test is suitable for every type of material.

4. Which materials can be tested?

- i. Steel and aluminium materials are usually unproblematic. But other materials can also be tested. Just ask us: appliedservices@witzenmann.com

5. I do not know the material of my components. Is a test possible nevertheless?

- i. If you cannot give an exact material designation, it is sufficient to indicate the material group, e.g. aluminium, steel or non-ferrous metal. Our engineers will then be pleased to check your request. Unfortunately, it is not possible without material information.

6. My components consist of several materials / material composites. What should I specify?

- i. The decisive factor is the main material which represents the essential, pressure-bearing part of the component. Please list all other material groups which are inevitably affected by the test medium in the comment field or contact us directly: appliedservices@witzenmann.com

VOLUME / DIMENSIONS / WEIGHT

7. Why do I have to specify the volume of my components?

- i. A risk assessment is required for each compressive strength test. This is influenced, among other things, by the test pressure and the component volume.

8. Why do I have to specify the dimensions / weight of my components?

- i. For some tests we have to estimate whether the components fit into the test fixtures or whether above-average transport costs are incurred.

9. I do not know the volume / dimensions / weight of my components. What should I specify?

- i. Even rough, estimated data will help us to process your request. However, please be sure to note in the comment field that you are unsure about the information or contact our team: appliedservices@witzenmann.com. We will gladly help you with the estimation.

OIL AND GREASE FREE

10. Why do components for leak tests have to be "free of oil and grease"?

- i. In a leak test using helium, it is necessary to evacuate the component volume. This can only be achieved if the surfaces are as free as possible from lubricants.

11. What does 'free of oil and grease' mean in this context?

- i. "Free of oil and grease" is not a standardised indication. If components come into contact with cooling lubricants, oils or grease during the manufacturing process, they must be cleaned and dried before the leak test. Targeted lubricated components such as bearings or axles are difficult to evacuate and often have to be tested in other ways. Please contact us: appliedservices@witzenmann.com

12. My components are not "oil and grease free". Is a test still possible?

- i. If you know that the surface of your components is contaminated with lubricants, please check how many alternatives are available for you. We can clean many components for you and make them testable. However, another technology may also be able to be tested without prior cleaning. Talk to us: appliedservices@witzenmann.com

WATER ON / IN THE COMPONENT

13. If my components get wet during the test?

- i. No, only if this is desired. For bubble tests, the components are immersed in a water-filled test basin and wet from the outside. In a compressive strength test with water, the components are filled with water on the inside. There are alternatives for both tests. Please specify in the comment field if the components must not get wet.

14. May my components be delivered wet?

- i. Yeah, some exams do that. Please discuss this with us in advance. Either we test wet, or we dry your parts beforehand - of course in coordination with you.

15. My components must not get wet. What should I do?

- i. Please indicate this in the comment field. We will then ensure that your parts remain dry.

DECLARATION OF CONTAMINATION

16. Why a declaration of contamination?

- i. We must ensure that our employees and testing facilities are protected from contamination with hazardous substances. You must therefore assure us that there is no risk of contamination from your components.

17. My components were in contact with hazardous materials. Is a test still possible?

- i. As a matter of principle, we do not test components containing hazardous substances. Also no residues of them. However, depending on the concentration and type of contamination, a test can be carried out. For example, if the parts have previously been thoroughly cleaned. Please contact us: appliedservices@witzenmann.com

ORDER PROCEDURE

18. What is the procedure of an order?

- i. We want to make it as simple as possible for you: You order your test scope online and provide as much information as possible about your components. You will then receive an order confirmation or an offer from us as soon as possible in case your request does not meet the standard. You will then receive all important details such as shipping address, latest delivery date and contact person by e-mail. Now all you have to do is send us your test specimens and you are ready to go.

19. Where is my order at the moment?

- i. You are welcome to ask our team for the current status of your order at any time by quoting the order number: appliedservices@witzenmann.com

20. I cannot deliver at the agreed time, what should I do?

- We are flexible! Should it happen that you cannot meet the agreed delivery time, please contact us early and we will try to find a solution. In case of very high workloads, delays may occur, but this is not the rule!

LIMIT VALUES

21. Which limit values are possible?

- i. If we test for leakage, we distinguish between 1.00E-7 and 1.00E-9 mbar*/l/s minimum leakage rate. 1,00E-10 is also possible on request.

22. The required limit value is not included. What should I do?

- i. We would be pleased to check other leakage rates or other specifications and units. Please contact us: appliedservices@witzenmann.com

23. I don't know my limit. What should I do?

- i. In this case we would be pleased to draw on our decades of experience in the field of test engineering and work with you to determine a sensible setup. The application of your parts plays an important role. Please contact us: appliedservices@witzenmann.com

DOCUMENTATION

24. What types of documentation are there?

- i. We always send a simple, digital test report per order. For an additional charge, we will be happy to provide you with a detailed test report in German or English. Each documentation is always sent as a PDF document via e-mail. Upon request, you can also receive a printed paper copy.

25. Why does a report cost more than a log?

- i. The creation of an illustrated test report takes considerably more time than a simple report. Therefore, we must ask for a little more for a comprehensive report.

26. Are other forms of documentation possible?

- i. In case you would like your test to be approved by e.g. TÜV, Lloyd's Register or another body, or if you imagine your documentation to be different, please do not hesitate to contact us. We will try to meet your requirements.

VALUE PER COMPONENT

27. Why do I have to specify the value of my components?

- i. There are insurance law reasons for this. We do not see the value of your parts and therefore cannot estimate the financial risk. Therefore we rely on your information in an emergency.

28. I do not know the value of my components, what should I indicate?

- i. In case you do not know the exact value of the component, please provide an estimate. Here too, the following applies: We are liable at most for the component value you specify.