

# INSTALLATION, OPERATION, MAINTENANCE, HANDLING AND STORAGE MANUAL



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## WARNING/GENERAL INFORMATION

**IMPORTANT:** This instruction manual contains important information on the safety measures to be followed when installing and starting up equipment. In order to prevent damage or endangering people, this instruction manual must be read before installation and/or commissioning. When opening the packaging, please ensure that the product/valve is the model ordered.

**IMPORTANT:** Given the complexity of the subject, the instructions for installation, use and maintenance contained in this manual are not designed to respond to all existing/imaginable service and maintenance scenarios.

## GENERAL SAFETY INSTRUCTIONS

The products/valves presented in this manual are specifically designed to ensure smooth flow.

The products/valves are exclusively intended, after installation in a piping system, to block, direct or regulate the flow of permitted fluids within the limits of the permissible temperatures and pressures.

In accordance with plastic valve industry standards (ISO 16135, ISO 16136, etc.), our valves are designed for a standard service life of 25 years. However, their actual service life depends strongly on the conditions of use (nature of the fluid, pressure, temperature, number of operations, etc.).

SAFI suggests a maintenance operation and/or replacement every 5 years. Please contact us for more accurate recommendations based on your conditions of use.

This product/valve has been factory-tested following its production, hence the guarantee of its correct operation.

Proper use of this product/valve can only be guaranteed if these installation and maintenance instructions are followed.

The product/valve must be installed in accordance with specific instructions for each installation. All safety legislation must definitely be respected in order to avoid accidents.

All assembly or maintenance work on the products/valves and accessories must only be performed by qualified and authorised staff. Such staff must first read the installation and maintenance instructions contained in this manual.

Ensure that the piping system is installed properly and is checked regularly.

The air pressure and electrical voltage limits must not be exceeded.

Spare parts and accessories authorised by SAFI are the guarantee of better safety. SAFI disclaims all liability for damages related to any unauthorised spare parts or accessories.

You must not use a product/valve if it is damaged or faulty, but replace it immediately.

In case of malfunction or failure, please contact our nearest representative or SAFI's Technical Support Service.

## USE - ASSEMBLY

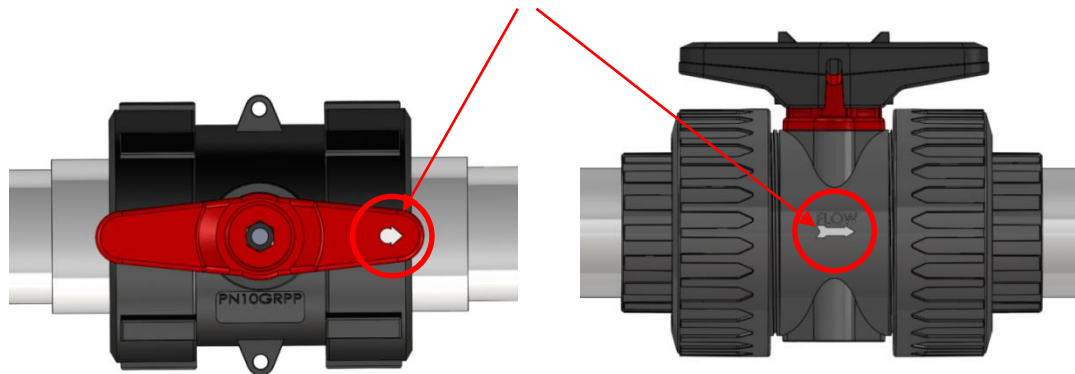
Before starting the installation, check that all the parts needed to assemble the product/valve are available and that the materials, connection type, pressure rating, etc. are suitable for installation:

- You must ensure that the materials of the parts of the product/valves in contact with the fluid are compatible with it, especially in terms of chemical resistance.
- You must ensure that the product/valve supports the pressure/temperature torque. Refer to the curves in the data sheets of the product/valve to be installed.
- You must ensure the compatibility of the nominal diameter of the product/valve with the required flow rate (consult us in case of doubt).

Do not remove the product/valve from its original packaging until just before assembly.

For welded or bonded assemblies, ensure that the parts to be connected are of the same material and that the solvent and tools used are appropriate.

Follow the instructions for use and bonding issued by manufacturers of welding and bonding machines.  
Follow/install the product/valve in the direction of flow indicated on the structure of the product/valve (downstream).



There is no direction of fluid passage in diaphragm valves and butterfly valves. They can therefore be mounted in any position relative to the direction of fluid flow.

Before assembling, we advise you to lubricate the rubber seals with silicon grease (please contact us if you are applying a silicon FREE product). Please note that oils are not recommended as they are aggressive for ethylene-propylene rubber.

Before assembly, check that the product/valve is clean and cleared of the protective caps of the connecting elements (flanges, caps, etc.). The pipes must be clean and cleared of all the various objects that may clog them.

The products/valves are not designed to convey combustible gases. Please refer to the 2014/68/EU PED note of the product/valve concerned.

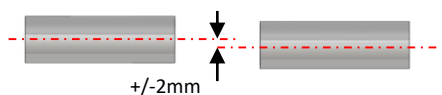
Earthquakes, lightning and fires : plastic accessories being sensitive to impact, heat, vibration and shaking, this should be taken into account when designing the installations.

Any use of the accessories outside the cases described in the instruction manual is strictly prohibited. Please consult us for cases not covered by the instructions.

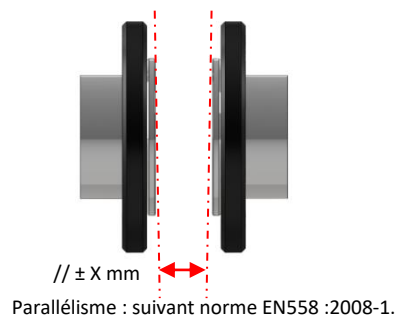
## INSTALLATION PROCEDURES

### 1. ENSURE THAT THE PRODUCT/VALVE AND THE PIPE ARE ALIGNED AND PARALLEL

In order to avoid any mechanical stress, particularly when there are repeated thermal variations, it is necessary to provide devices to mitigate thermal expansion on other parts of the installation, in order to avoid stresses on the product/valve.



Alignement : Tolérance maximum :  $\pm 2$  mm.



### 2. PERFORM A FUNCTIONAL TEST

Close the product/valve manually and re-open it.  
Products/valves with malfunctions are not to be installed.

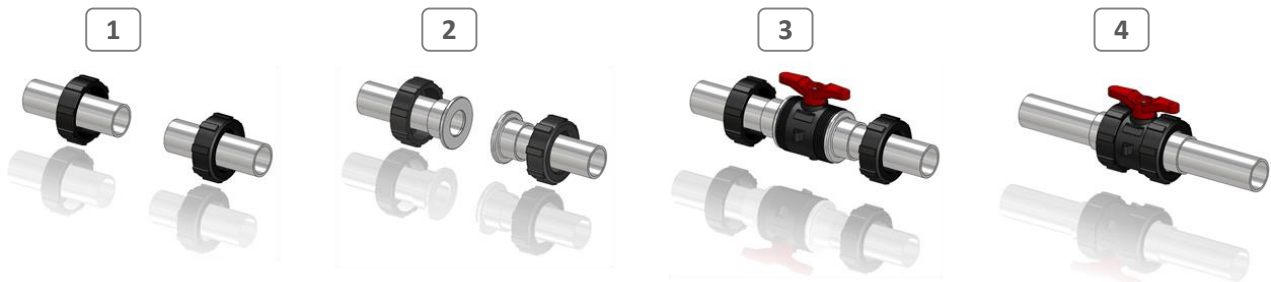
### 3. ASSEMBLE THE PRODUCT/VALVE

Leave enough distance between the end connectors so that the structure of the product/valve can be inserted easily, in order to prevent it from being stretched by both ends of the pipes.

#### 4. INSTALLATION/CONNECTION RECOMMENDATIONS

##### 4.1 BONDED JOINT (PVC-U, PVC-C and ABS)

- According to the assembly to be performed, fit the product/valve on the installation, leaving the union nut on the pipe, before gluing the end of the connector.
- Completely remove traces of grease, dust and dirt from the surface to be bonded using a suitable solvent/stripper.
- Do this with sandpaper.
- Chamfer the end of the pipe to be assembled at 15/30°.
- Only use glue that is suitable for joining PVC and PVC-C pipes.
- Wait at least 24 hours after bonding before performing the hydraulic test of the assembly.



##### 4.2 THREADED JOINT (PVC-U, PVC-C and ABS)

- It is not recommended to use pipe sealing cord or Loctite for the sealing of the thread.
- Screwing must be done along the entire length of the thread.
- A contact seal must be used.
- Use appropriate wrenches to avoid unduly damaging the material.

##### 4.3 POLYFUSE JOINT (PP-H, PVDF and PE)

- According to the assembly to be performed, fit the product/valve on the installation, leaving the union nut on the pipe, before polyfusing the end of the connector.
- Completely remove traces of grease, dust and dirt from the surface to be polyfused using a suitable solvent/stripper.
- Chamfer the end of the pipe at 15/30°
- Check that the diameter of the pipe and the element to be polyfused are compatible
- Machine them if needed.
- Check that the temperature of the device is suitable for polyfusing the material to be assembled
- Respect the heating times of the parts as indicated in the welding machine manufacturer's manuals.
- Do not cool the parts with water or oil.
- Respect the time recommended by the manufacturer of the polyfuser machine before any hydraulic testing of the assembly.



**WARNING:** According to the assembly to be performed, tighten the coupling nuts by hand, then use a strap or lever wrench (maximum lever 300mm): the material of the coupling nut or the thread may be damaged due to excessive clamping forces when using pliers or similar support tools.

Check the alignment and parallelism of the pipes or elements to be welded.

Parallelism: Max. 0.5mm

Misalignment:  $\max. 0.1 \times s = 10\%$  of the thickness of the pipe

(Source: DVS 2207 standard, part 1)

##### RECOMMENDED TIGHTENING TORQUE FOR UNION NUTS (in N.m)

| ND           | 15 | 20 | 25 | 32 | 40 | 50 |
|--------------|----|----|----|----|----|----|
| Torque (N.m) | 25 | 25 | 30 | 30 | 40 | 40 |

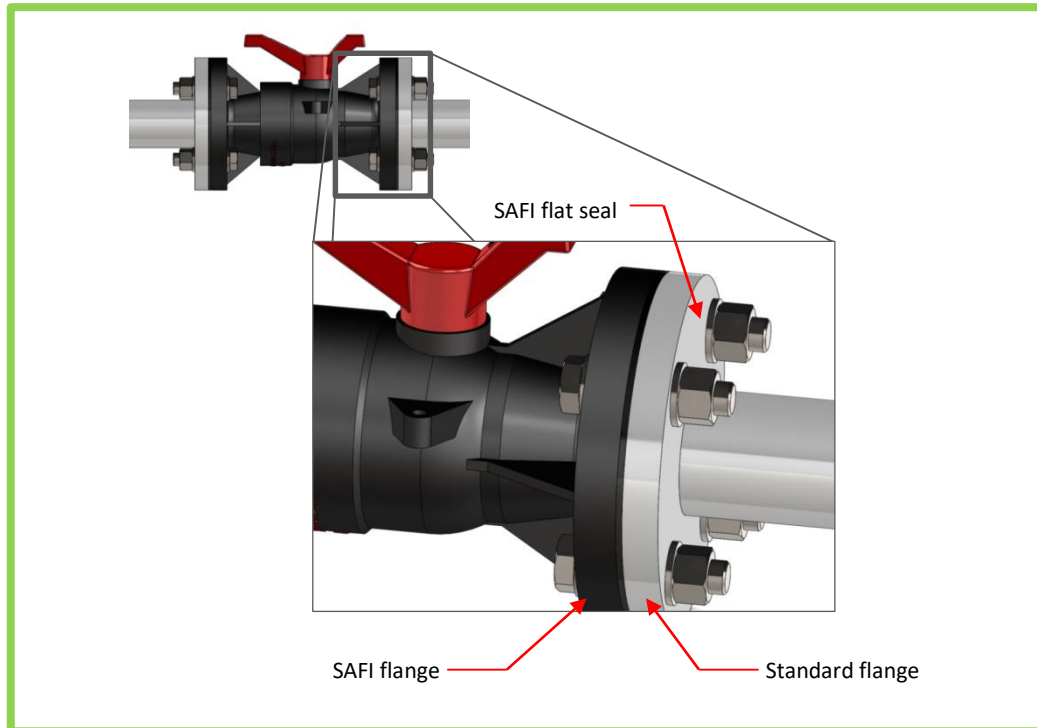
##### 4.4 FLANGE CONNECTION

- Check the dimensions between the flanges and the flange drillings to ensure standards compatibility
- Determine the thickness of the seals to be used. The size of the seal must match the outside and inside diameter of the flange adapters. If the gap between the inside diameter of the seal and that of the adapter is greater than 10mm, problems may arise with the flange connection.
- Check the alignment and parallelism of the upstream and downstream pipes.

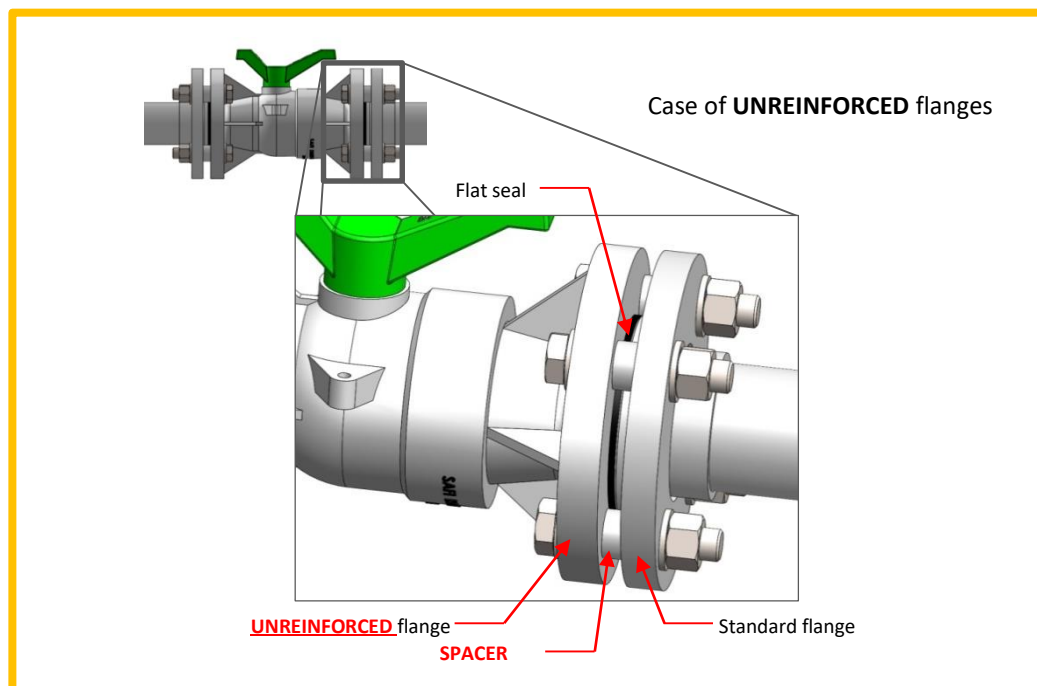
- The length of the bolts must be chosen so that the thread at the nut does not protrude more than 2 to 3 threads. A washer must be placed under the screw head and the nut.
- Unless otherwise indicated, lightly coat the flange bolts with a graphite product (MoS2 molybdenum disulfide, PTFE spray or similar).
- Assemble screw and nut manually, so that the seal is perfectly in place.
- Tighten the bolts diagonally and evenly to 50% of the recommended torque, then to 100% of the torque. We recommend that you check the tightening torques after 24 hours and, if necessary, retighten them.

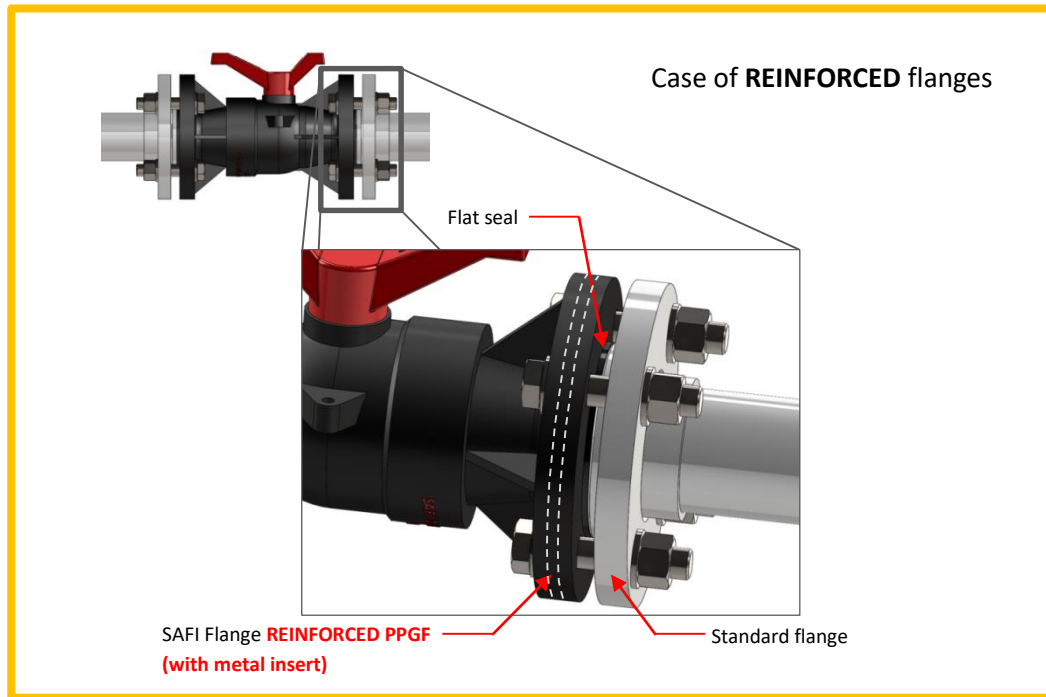
### **RECOMMENDED ASSEMBLY:**

(Also applies to other flanged products such as: check valves, pressure reducers and regulators, plugs)

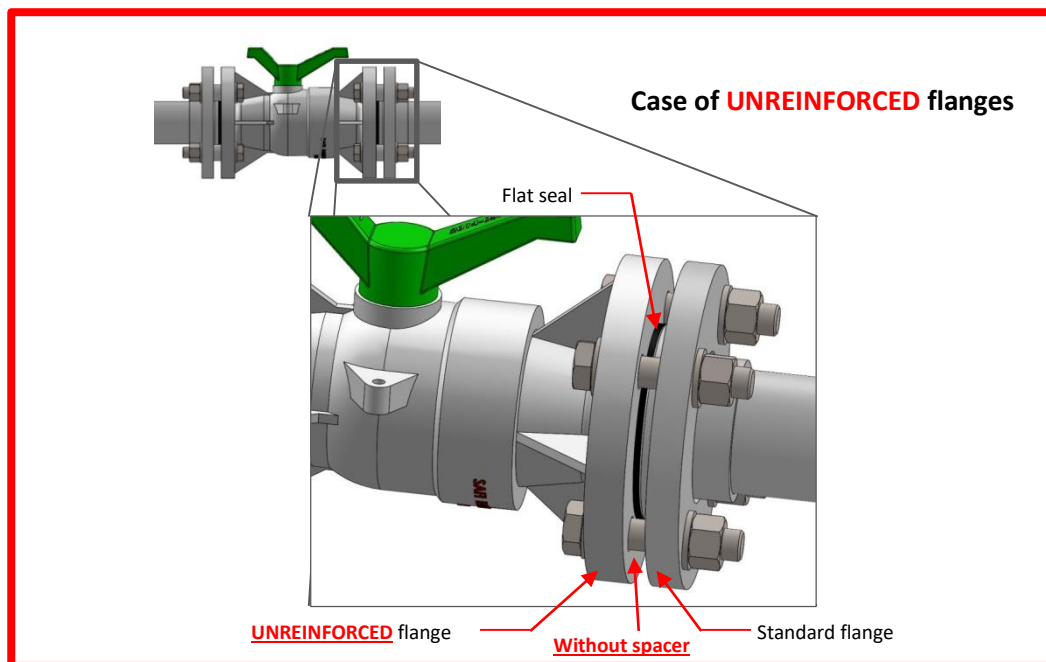


### **OTHER PRATICABLE SOLUTIONS IF THE RECOMMENDED ASSEMBLY IS NOT POSSIBLE:**





**THE FOLLOWING SOLUTION IS NOT RECOMMENDED:**



**MAX. TIGHTENING TORQUE OF FLANGE BOLTS (in N.m) ACCORDING TO THE MATERIAL OF THE FLANGE:**

| ND                 |      | 15    | 20    | 25    | 32    | 40    | 50    | 65    | 80  | 100 | 150   |
|--------------------|------|-------|-------|-------|-------|-------|-------|-------|-----|-----|-------|
| Ø of flange bolts  |      | M12   | M12   | M12   | M16   | M16   | M16   | M16   | M16 | M16 | M20   |
| Torque<br>(in N.m) | PP   | 10-20 | 10-20 | 10-20 | 10-20 | 10-20 | 10-20 | 20-35 | 40  | 40  | 50    |
|                    | PPGF | 30    | 30    | 35    | 35    | 35    | 35    | 20-35 | 45  | 45  | 50-70 |
|                    | PVDF | 30    | 30    | 35    | 35    | 35    | 35    | 20-35 | 45  | 45  | 50-70 |
|                    | PVC  | 30    | 30    | 35    | 35    | 35    | 35    | 20-35 | 45  | 45  | 50-70 |

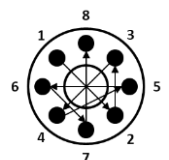
For DN's greater than DN150 and for non-listed products: please consult us

Recommended bolt type : Bolt TH - Mxx - DIN 933/NF EN ISO 4017 - SS 316 (A4),

Flat washer - Mxx - NFE 25514/NF EN ISO 7089 - SS 316 (A4), Nut HM - Mxx - DIN 439/DIN EN ISO 4035 - SS 316 (A4)



Tighten the bolts and nuts gradually with a torque wrench to the specified torque level, diagonally.(see tightening order on the diagram opposite)



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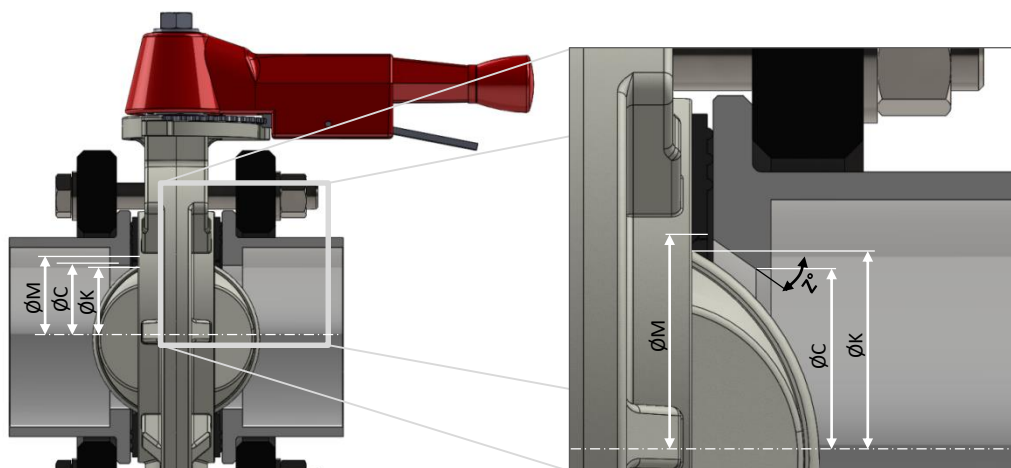


## 5. RECOMMENDATIONS FOR THE INSTALLATION OF A BUTTERFLY VALVE



All butterfly valve models, whether manual or motorised, must be installed on the pipes in an open or partially open position, so as not to block the throttle when clamping between flanges.

It is important to check that the C dimension of the collets is between the K (height of the throttle) and M (maximum sealing area on the sleeve) dimensions.



If the C dimension of the collets is lower than the K dimension, make a chamfer as above.

| ND  | ØK<br>mm | ØM<br>mm | Z°  |
|-----|----------|----------|-----|
| 50  | 47       | 63       | 35° |
| 65  | 62       | 76       | 30° |
| 80  | 70       | 85       | 25° |
| 100 | 93       | 114      | 25° |
| 125 | 119      | 144      | 25° |
| 150 | 138      | 165      | 20° |
| 200 | 190      | 213      | 20° |
| 250 | 238      | 259      | 20° |
| 300 | 293      | 311      | 20° |
| 350 | 335      | 355      | 20° |
| 400 | 372      | 402      | 20° |
| 450 | 412      | 455      | 20° |
| 500 | 474      | 526      | 20° |
| 600 | 567      | 619      | 20° |
| 800 | 750      | 810      | 20° |



In the case of a normally closed (NC) motorised valve, it is imperative to provide the appropriate means to allow assembly in an open position (Power).

When handling and assembling the pipes, care must be taken to maintain the proper condition of the butterfly sealing area.



Please note: Be sure to check the alignment and parallelism of the upstream and downstream pipes.

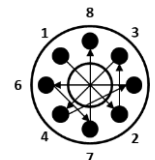
Observe the tightening torque of the flange bolts according to the table below.

### RECOMMENDED TIGHTENING TORQUE FOR FLANGE BOLTS (in N.m)

| ND                | 50 to 125 | 150 | 200 to 250 | 300 to 350 | 400 to 450 | 500 | 600 | 800 |
|-------------------|-----------|-----|------------|------------|------------|-----|-----|-----|
| Ø of flange bolts | M16       | M20 | M20        | M20        | M24        | M24 | M27 | M30 |
| Torque (in N.m)   | 25        | 25  | 40         | 45         | 60         | 75  | 75  | 85  |



The bolts and nuts gradually with a torque wrench to the specified value, diagonally. (see tightening order on the diagram opposite)

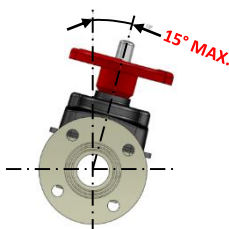


## 6. RECOMMENDATIONS FOR THE INSTALLATION OF A DIAPHRAGM VALVE

To ensure optimal functioning of the diaphragm valve, spontaneous emptying is obtained when the body is preferably assembled vertically.



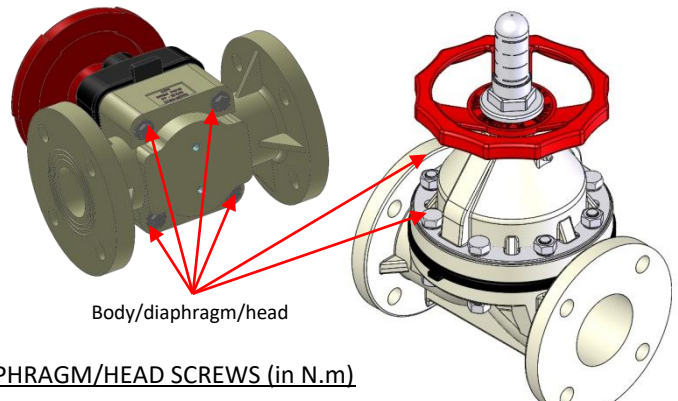
A **maximum tilt of 15°** relative to vertical is accepted.



Please note: Be sure to check the alignment and parallelism of the upstream and downstream pipes.



In case of a maintenance operation or diaphragm change, the tightening torques of the body/head screws of the valve must be observed according to the table below:



#### RECOMMENDED TIGHTENING TORQUE FOR BODY/DIAPHRAGM/HEAD SCREWS (in N.m)

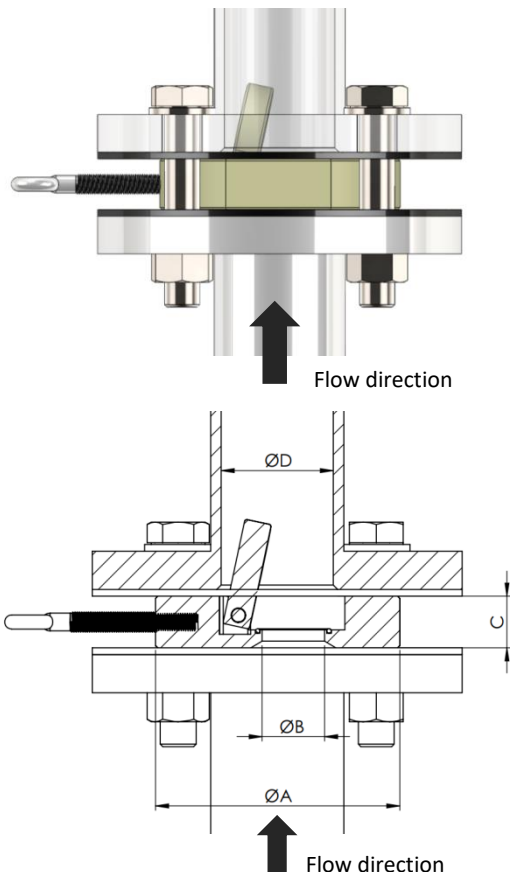
| DIAPHRAGM                       |      | DN15 to 25 | DN32 to 40 | DN50 to 65 | DN80 | DN 100 to 125 | DN150 to 250 |
|---------------------------------|------|------------|------------|------------|------|---------------|--------------|
| Ø of body/diaphragm/head screws |      | M6         | M8         | M10        | M12  | M16           | M16          |
| Torque (in N.m)                 | EPDM | 5          | 10         | 15         | 35   | 40            | 50           |
|                                 | FPM  | 5          | 10         | 15         |      |               |              |
|                                 | PTFE | 7          | 12         | 18         |      |               |              |

In the case of a flange assembly, see chapter "4.4 FLANGE CONNECTION".

#### 7. RECOMMENDATIONS FOR THE INSTALLATION OF A WAFER-type SWING CHECK VALVE




To ensure optimal functioning of the swing check valve, it is necessary to check that, according to the DN of the valve, the pipes meet the minimum ØD (see table below).



It is advisable never to assemble this kind of valve within 5 x DN of a pump outlet (to avoid premature vibration and wear).



It is advisable to leave a stabilisation zone of 5 x DN upstream and downstream of the swing check valve.

**Pl**  **te:** Be sure to check the alignment and parallelism of the upstream and downstream pipes.

| DN  | Valve series       |                    |
|-----|--------------------|--------------------|
|     | 2044/2054          | 4094/4097          |
|     | ØD <sub>mini</sub> | ØD <sub>mini</sub> |
| 50  | 50                 | 54                 |
| 65  | 65                 | 70                 |
| 80  | 80                 | 82                 |
| 100 | 90                 | 106                |
| 125 | 114                | 131                |
| 150 | 130                | 159                |
| 200 | 184                | 207                |
| 250 | 204                | 260                |

| DN  | Valve series       |                    |
|-----|--------------------|--------------------|
|     | 2044/2054          | 4094/4097          |
|     | ØD <sub>mini</sub> | ØD <sub>mini</sub> |
| 300 | 257                | 309                |
| 350 | 368                | 341                |
| 400 | 409                | 392                |
| 450 | 443                | 442                |
| 500 | 558                | 493                |
| 600 | 629                | 595                |
| 700 | 650                | -                  |
| 800 | 709                | -                  |

Given its operating principle:

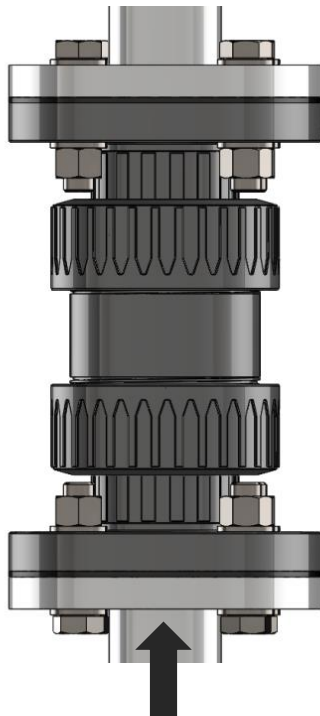
The springless version of this valve must be assembled **vertically**, with the fluid flowing from bottom to top in the passing direction.

The version of this valve with a spring can be assembled horizontally, but only vertical assembly guarantees sealing.

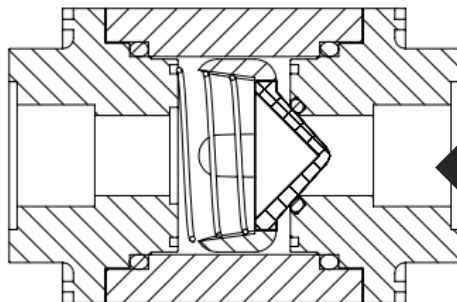
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## 8. RECOMMENDATIONS FOR THE INSTALLATION OF A BALL/CONE VALVE



Flow direction



Cone valve with spring



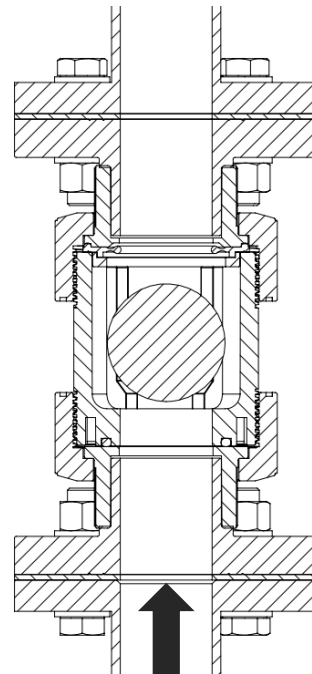
It is advisable never to assemble this kind of valve within 5 x DN of a pump outlet (to avoid premature vibration and wear).



It is advisable to leave a stabilisation zone of 5 x DN upstream and downstream of the check valve.



Please note: Be sure to check the alignment and parallelism of the upstream and downstream pipes.



Flow direction

Springless ball valve

Given its operating principle:

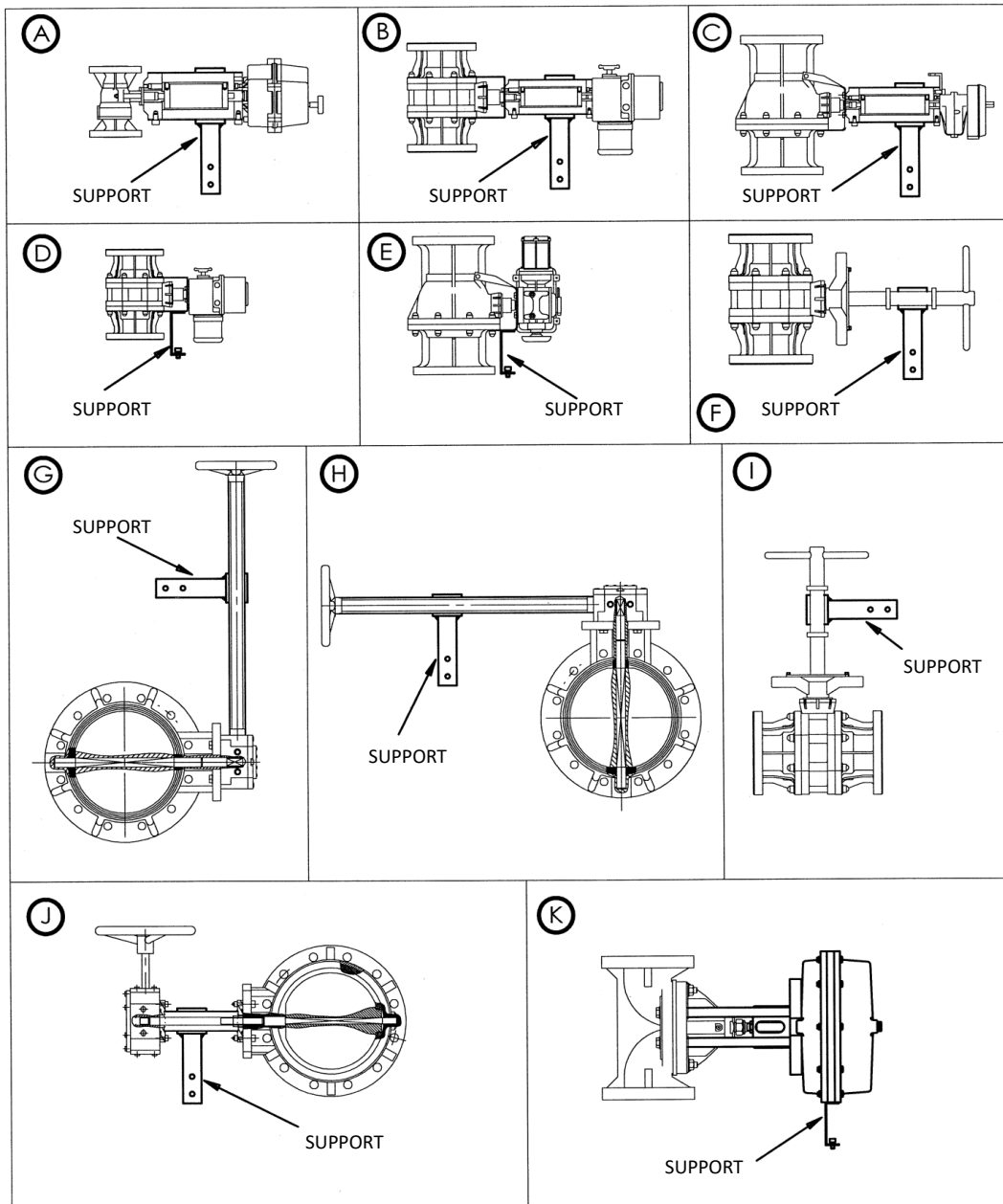
- the springless ball version must be assembled **vertically**, with the fluid flowing from bottom to top in the passing direction.
- The version with a cone and spring can be assembled horizontally.

In the case of a flange assembly, see chapter “4.4 FLANGE CONNECTION”.

## 9. RECOMMENDATIONS FOR THE INSTALLATION OF MOTORISED PRODUCTS/VALVES and/or WITH RAISER CONTROL

Wherever possible, products/valves must be fixed points. Their weight and operating torques must not be supported by pipes. Some orientations of actuators (pneumatic or electric) and/or raiser controls may present a risk of mechanical resistance caused by cantilever and torque generated on the product/valve. It is therefore necessary to provide support for the whole system.

Please note: the support and guiding systems described below are merely non-exhaustive examples for different scenarios. They are not part of the system concerned.



## 10. CONNECTING A PRODUCT/VALVE WITH A PNEUMATIC ACTUATOR

- The actuators specified/delivered by SAFI are sized to handle the relevant valve correctly, assuming an air pressure of 5.5 bar minimum. Please consult us in case of different air pressure.
- During installation, make sure that the available air pressure is sufficient.
- Adjust the air regulator if there is one (activates the speed of opening and/or closing the product/valve)
- Check the voltage and power supply current if using a solenoid valve or electropneumatic distributor.
- We recommend the use of purified and conditioned control air (air quality according to ISO 8573-1).

## 11. CONNECTING A PRODUCT/VALVE WITH AN ELECTRIC ACTUATOR

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- Check the voltage and power supply current.
- Valves equipped with actuators supplied by SAFI are factory pre-set. Follow the detailed connection diagrams in the data sheets of the products/valves concerned

## 12. TESTING THE ASSEMBLED SYSTEM

- When filling pipes with liquid, check that all air has been removed from the system and that the initial pressure does not exceed the pressure rating of the product/valve.

**BE CAREFUL:** The test pressure of a valve must not exceed the MAX value (1.5xPR; PR+5 bar) The component with the lowest PR value in the pipe system determines the maximum allowable test pressure in the piping section.

- After successfully completing the sealing test, drain off the fluid used for the test.
- If necessary, tighten the nuts of the union valves (ensuring the "product/valve - fittings" connection) prior to the commissioning of the installation.



**CAUTION:** It is important to avoid closing the products/valves too fast so as to avoid any pressure surge. It is recommended to protect the products/valves against accidental operations.

## 13. COMMISSIONING

The SAFI guarantee cannot apply if the commissioning of the product/valve is carried out 1 year after the installation. Please contact us in case of a longer delay.

The user must set up all the safety devices (e.g. plugs, etc.) needed to eliminate any overpressure and pressure surge.

When commissioning the product/valve, after installation, it is advisable to:

- Ensure that the product/valve and pipe support is correctly installed.
- Keep the product/manual valve in the open position.
- In the case of products/valves with union valves: tighten the nuts ensuring the "product/valve - fittings" connection in order to compensate for any crushing of the seals.
- In the case of products/valves with flanges: check the tightness of the bolts ensuring the "product/valve flanges - piping flanges" connection in order to compensate for any crushing of the seals.
- Operate the product/valve 2 or 3 times.

## 14. MISCELLANEOUS

- Plastic products/valves are sensitive to solar radiation (especially UV). If possible, it is advisable to limit exposure. It is advisable to implement periodic external inspections of the products/valves.
- SAFI products/valves and accessories are not designed to operate with an external pressure greater than atmospheric pressure. For higher pressure, please contact us.
- The products/valves must not be exposed to sources of extreme heat (flame, fire or other heat sources external to the product/valve).
- For safety/security reasons, please contact our technical service in case of volatile fluids and/or fluids at risk of degassing such as hydrogen peroxide (H<sub>2</sub>O<sub>2</sub>) and sodium hypochlorite (NaClO), which may vaporise with a dangerous increase in pressure between the sphere and the body.
- In the case of a retrospective installation of a pneumatic or electric actuator on a product/manual valve, the user must check its size in relation to the motor torques recommended in the data sheet of the product/valve concerned. If conditions require an oversized actuator, the user must adjust its power and speed in accordance with the valve and provide suitable support (see chapter "9 RECOMMENDATIONS FOR THE INSTALLATION OF MOTORISED PRODUCTS/VALVES and/or WITH RAISER CONTROL").
- The user must also check that the air pressure or the necessary voltage are adequate.

- Abnormal vibrations are harmful to the products/valves. The user must therefore ensure that all devices generating vibrations are isolated. He/she must, if necessary, insert any device capable of eliminating or limiting vibrations (silent block, compensator, expansion ring, etc.).
- Static electricity, as such, has no effect on the products/valves. Only its effect on the fluid can cause a chemical reaction (explosion, combustion, etc.), which itself can damage the products/valves. The user must implement all the processes that can limit this risk: grounding of the different organs of the plant, using conductive materials, special paint, etc. Please consult us for this type of case.



It is strictly forbidden to modify, drill, engrave or machine the products/valves for any reason whatsoever. Similarly, a product/valve cannot be used as a structural or support part for other elements

## HANDLING



Handling and installation must be performed by authorised persons wearing personal protective equipment in accordance with the rules of the installation site.



A few tips:

- For manual handling, and maximum loads without assistance or specific means, please refer to the manual Handling Operations Regulations 1992.
- Suitable lifting equipment must be used for loads heavier than 25 kg.
- It is recommended not to handle the products/valves by their fragile parts.
- Before lifting a product/valve, check that the cables, chains, slings or other mooring lines are in good condition, adapted (checking the nominal load) and are firmly attached to the product/valve.
- The slings must be fixed either on the body or on the lifting shackles, if they have been provided, but in by no means by the flywheel, or by the operating levers.
- Do not drag the load on the floor.
- Ensure that the load cannot swing and hit workers.
- Avoid leaving the lifting system unsupervised when a load is hanging from it.
- Ensure that no load is carried over people and that the movement is smooth.
- Avoid any impact that is detrimental to the outer surfaces (paint, nickel, chrome, enamel, resins, etc.) and sealing surfaces of the flange faces.

## STORAGE

- All our products are delivered packed in plastic bags or cartons/crates.
- It is recommended to keep the material in the bag and in its packaging until use. This prevents impurities such as dust, paints and miscellaneous waste damaging the products/valves.
- Our products must be stored under cover, in a dry place, between 5°C and 40°C and sheltered from the wind.
- The products/valves must not be subjected to impacts, overloads or falls that could damage them.
- The products/valves must not be stored in an area subject to UV radiation.
- The products/valves must not be subjected to a corrosive environment without informing SAFI's technical services.
- Store the product with the lever in the open position (as delivered).

Stacking: Follow the stacking instructions for cartons/wooden boxes and/or pallets

After installing the products/valves, ensure that the packaging is removed and disposed of/recycled in accordance with current regulations.

## TRANSPORTATION

Depending on the conditions of the contract, transportation may be provided:

- a) in cartons (standard packaging)
- b) on pallets
- c) in open view crates
- d) in full cargo crates

Please follow any indications on the packaging.

When receiving your product/valve, carry out an immediately visual inspection to make sure there is no transport damage. As carriers are responsible for any damages and delays in delivery, if this is the case, it is necessary to make reservations with the carrier before taking delivery of the goods.

After reception and inspection on site, the material must be returned to its original packaging and kept in accordance with the "Storage" chapter.

## MAINTENANCE

- The user must check for wear and possible damage related to the use of the product/valve. He/she must therefore periodically conduct visits and internal and external inspections of the products/valves. The frequency of these visits will depend on the conditions of use and the current rules.
- Operate the products/valves that stay in the same position for a long time 1 to 2 times a year, in order to check their smooth operation.
- Depending on the models of products/valves, it is necessary to periodically check the condition of the metal elements of assemblies (tie rods, screws, nuts, coupling sleeves, etc.).
- Before starting any maintenance work on the pipe or the product/valve, make sure the system has been depressurised by releasing the pressure and emptying the pipes, following the specific safety rules for each product.
- The user must clean the pipes each time the fluid is changed.
- Removal of the product/valve or connecting parts (or any interventions of any type) must only be carried out when the installation (accessories, pipes, etc.) has been drained, emptied and cleaned.
- The emptying and depressurisation of the installation must be carried out in accordance with current rules.



### WARNING:

- Before any maintenance the product/valve must be dismantled, drained and decontaminated.
- Draining a ball valve and its retention areas is done by opening it at 45° and placing it vertically.



**WARNING:**

- In case of frequent use/movement it may be necessary to replace worn parts inside the product/valve. To do this, the product/valve must be completely disassembled from the pipes.
- Order spare parts by referring to the indications on the data sheet of the product/valve.
- Only use new, original spare parts supplied by SAFI.
- Any disassembly of the products/valves cancels the contractual guarantee thereof.
- Lubricate the seals with silicone grease or polysiloxane.
- Do not use lubricants made from mineral oils or petroleum jelly (petrolatum).
- All elastomers (such as EPDM, FPM, etc.) must be stored in their original packaging in a cool, dry, dark place.
- Always consult SAFI for any maintenance

## CUSTOMER SERVICE

Our customer service will do its best to find quick, simple and effective solutions.

If you have any problems with our products or services, please contact us via our website: <https://www.safi-valves.com>, in the "Services & documents/After Sales" section

If you are returning products/valves, before sending us the products/valves and in order to process your return, we ask you to download from our website: <https://www.safi-valves.com>, the return form in the "Services & documents/After Sales" section, complete it and return it to us by email, fax or postal mail.



Taulignan, France

### FICHE RETOUR RETURNS NOTE

| MOTIF DU RETOUR - REASON FOR RETURN   |  |  |                      |
|---|--|--|----------------------|
| <input type="checkbox"/> Expertise*<br>Investigation*   | <input type="checkbox"/> Remplacement du produit<br>Replacement of the product | <input type="checkbox"/> Divers<br>Other |                      |
| * Si le produit a plus de 2 ans (la date d'expédition faisant foi), nous facturons nos frais d'expertise 150 Euros<br>*If the product is more than 2 years old (based on dispatch date), we charge 150 Euros for analysis costs<br><b>Après expertise, le matériel restera à votre disposition pendant deux mois, au-delà de ce délai il sera détruit.</b><br>After analysis, the equipment remains at your disposal at our premises during two months. Beyond that time, it will be destroyed. |  |  |                      |
| Details du retour - Details of return   |  |  |                      |
| Quel est le problème ? - What is the problem ?  |  |  |                      |
|   |  |  |                      |
| Pourquoi est-ce un problème ? - Why is it a problem ?   |  |  |                      |
|   |  |  |                      |
| IDENTIFICATION DE LA SOCIÉTÉ - IDENTIFICATION OF COMPANY  |  |  |                      |
| Etablie par<br>Prepared by<br>Client<br>Customer  |  | Date<br>Date<br>Adresse<br>Address       |                      |
| Le n° de Bon de Livraison ou n° Bon de Préparation est obligatoire pour pouvoir traiter le retour.<br>In order to deal this return, SAFI must have the delivery Note Number.  |  | Commande SAFI<br>N°<br>SAFI order n°     |                      |
| DETAILS DES PRODUITS RETOURNES - DETAILS OF RETURNED GOODS  |  |  |                      |
| Bon de livraison n°<br>Delivery note n°   | Désignation Produit<br>Product name  | Référence produit<br>Product item        | Quantité<br>Quantity |
|   |  |  |                      |

To protect our employees against the harmful effects caused by residues of hazardous substances that may be present on the returned parts, for obvious security reasons, it is mandatory to clean up and decontaminate any product/valve before returning it to us. If this is not the case, your return will not be processed.

You should also provide us with as much information as possible on the use of, as well as the products conveyed by, the returned products/valves.





This manual can be downloaded from our website  
**[www.safi-valves.com](http://www.safi-valves.com)**