

Customer Service Order Sheet



Instructions

Blue Blue fields mandatory. Use B L O C K letters

for administrative use	
HeiQ	_____
Date received	__ / __ / ____

IDENTIFICATION

Company		City, Country	
Contact		Project/Brand customer	
Distributor		HeiQ	

SAMPLE TREATMENT & HISTORY (use one form per textile treatment family)

No of samples		Material(s)	
Reference ID (order)		End use	
Fabric history	Untreated ref	Textile treatment	Adaptive by HeiQ
	For applications at HeiQ		Pure by HeiQ
	Lab application at customer		Barrier by HeiQ
	Bulk trial		Competitor (name)
	Standard production		Other (name)
Pre-treatment ¹⁾			
Finishing ²⁾			
Drying Curing ³⁾			
After treatment ⁴⁾			
¹⁾ e.g. reduction clearing, rinsing, washing, neutralization ²⁾ Padding, exhaust (Jet, dyeing machine rotary drum ..), pH, temperature, time, bath ratio, pick-up ³⁾ Stenter (direct/indirect heated) and conditions (time, temperature(s), speed) ⁴⁾ Number of wash cycles, temperature, norm, type of wash detergent, machine, who made the washes			
#	Sample ID	Recipe details (products, dosing and fabric pickup or liquor ratio)	
1			
2			
3			
4			
5			
6			
7			
8			

TESTS & TARGETS

	Test standard	Select	Details	Select	Targets
Antimicrobial	ISO 20743		<i>Klebsiella pneumoniae</i>		
Thermoregulation	Dynamic evaporation		20/35°C; 65/30%RH		
Repellency	Spray		ISO 4920 / AATCC 22		
	Bundesmann		ISO 9865		
	Oil		ISO 14419 / AATCC 118		
	Roll-off		Static		
Friction	Friction according ISO 8395, (dry textile on dry textile)				
Antistatic properties	Static Decay				
Washing (standard: ISO 6330)		Washing instructions & Targets			
Temperature (Standard is 40°C)					
Number of washes, (all tests e.g. 0x, 10x)					
Comments					

Remarks (additional requirements, information, e.g. if treated samples have to be sent to the customer)

Submitted by		Date	
Send order to	HeiQ Materials AG, Zürcherstrasse 42, Customer Service, CH-5330 Bad Zurzach		