

## Hot Runner systems ordering procedure -R02

This describes how Heatlock have established their routines in regard to ordering of Hot Runner System products. All in order to minimise handling and reduce LE time for our customers, increase accuracy and fulfilling our Q&F policy.

A completely filled “*HEATLOCK MOULDING SYSTEM QUOTE REQUEST FORM*” is appreciated; it will help us speed up making offers and quotation drawings. At the inquiry stage, we like to categorize inquiries from our customers as following three kinds. You download the form from our web site.

**Single nozzle or standard parts.** Specify R requested any.

**Manifold System.** All our manifolds is made according to our customer’s requests. To make an offer and a drawing, other than simply ticking options on the Request Form, please also write down your special request in “Remarks” column, such as CC distance between drops, gating requirement, any aspect you find we didn’t state on the request form. We also prefer a sketch on the “Drawing” Column indicating drops distribution with pitch noted, this helps us make drawing faster and accurately.

HH. Besides all the info above in point 2, please also provide, mould size, restriction on the height, required location position for hot half to mould. Each order will get an individual project number. This project number will follow the project forever, it will be engraved on the manifolds and ID plate to ensure it can be traced at later stage.

Once we receive your order will we send order confirmation (OC) and in case non-standard Components, will we send proof drawing (PD). This OC/PD will show all parts included in the project. Both OC and PD docs will have revision numbers to ensure we keep track all details. We will e-mail you the PD as a pdf and -.stp-file, other formats available by request.

We require our customer to study all details and dim's which are vital for the mould and sign PD indicating correct action if any. Sign, stamp and e-mail it back to us.

From the moment we receive OC and/or PD signed, project will be started at our end.

In case you feel the return of signed OC and PD will slow your process down can we override it and start orders based on an e-mail reply or only send us the PD drwg signed in return, or return the last e-mail with valid revision details for our records as a confirmation of OC and PD. To make this happen print out page 2, sign, scan and return to us.

### Heatlock Co Ltd

Witty Commercial Bldg, 9/FL, 12-F, 1A-1L Tung Choi Street  
Mong Kok Kowloon, Hong Kong  
ph: +852 8120 5469, fx: +852 3020 1725

e-mail: [frontdesk@heatlock.com](mailto:frontdesk@heatlock.com) , web: [www.heatlock.com](http://www.heatlock.com)

PRC Rep office  
Ramada plaza, Room 1108, Building 1, Beijiao Town,  
Shunde District, Foshan City, Guangdong  
Postal code: 528311, PRC  
ph: +86 757 2991 5868, fx: +86 757 2991 5860

## Agreement:

We hereby confirm Heatlock to always start our orders immediately based on Heatlock's OC and PD drwg sent to use by mail, once we sign and return the PD drwg to Heatlock or we return the latest email of the project, stating latest OC revision, writing in the mail; -OK to start.

If any problem occurs, discrepancy between our PO and Heatlock's OC, do we bear the responsibility.

Date:

Company:

Signature:

### Heatlock Co Ltd

Witty Commercial Bldg, 9/FL, 12-F, 1A-1L Tung Choi Street  
Mong Kok Kowloon, Hong Kong  
ph: +852 8120 5469, fx: +852 3020 1725

e-mail: [frontdesk@heatlock.com](mailto:frontdesk@heatlock.com) , web: [www.heatlock.com](http://www.heatlock.com)

PRC Rep office  
Ramada plaza, Room 1108, Building 1, Beijiao Town,  
Shunde District, Foshan City, Guangdong  
Postal code: 528311, PRC  
ph: +86 757 2991 5868, fx: +86 757 2991 5860