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## **IMPORTANT MESSAGE TO ALL FLOW SORT MACHINE USERS**

Please note: Throughout this document “FLOW” shall mean Flow Electronics (Pty) Ltd and it’s subsidiary company Flow Sort (Pty) Ltd.

**HERE ARE ELEVEN GOOD REASONS WHY YOU SHOULD USE ONLY FLOW APPROVED SERVICE PERSONNEL AND GENUINE FLOW SPARE PARTS.**

- 1.) FLOW is the original equipment manufacturer with 35 years of experience in the design and manufacture of X-ray diamond recovery machines. No one knows our products better than we do! (Although some may think they do!) We not only know what is best for your sorter and your specific sorting application, we also do prove it!
- 2.) The FLOW group of companies, a family business, has been around since 1971. We have grown over the years by consistently producing good reliable products backed by uncompromising after-sales service.
- 3.) ‘On paper’ FLOW products come with a one year warranty, in reality however, as many of our customers will confirm, our guarantee has no fixed time limit! If we supplied a product which shows any fault in manufacture or materials used, we will repair it or replace it under warranty! (never mind how old!)
- 4.) FLOW can only guarantee field work done by FLOW employees or by one of our official agents. Work done by any other party or the use of any non FLOW approved parts may not only invalidate your products warranty but may also affect the efficiency of your FLOW machine and may even jeopardize the all important x-ray radiation safety standard built into our products!
- 5.) FLOW OEM warranty is only valid if our products (X-ray diamond recovery machines or components thereof) have been commissioned, repaired, upgraded or modified by either a FLOW representative or by one of its official agents, and if genuine FLOW spare parts and components have been used at all times.

A list of agents / personnel officially authorized by FLOW to work on FLOW products and who will only supply original FLOW spares is

attached. This list is valid as from 1<sup>st</sup> July 2007. Please note however that this list is not static and is subject to change without prior notice.

**IF IN DOUBT AS TO WHO IS A FLOW REPRESENTATIVE OR A FLOW AUTHORIZED AGENT PLEASE CHECK WITH FLOW BEFORE ALLOWING ANYONE TO WORK ON YOUR SORTERS OR BEFORE PURCHASING ANY PARTS FOR YOUR SORTER!**

- 6.) FLOW guarantees all its repairs (labour and parts) for one year!
- 7.) You pay FLOW only once for a job. If, for whatever reason, a repair attempt by a FLOW technician turns out to be unsuccessful, FLOW will re-send a technician to site and replace faulty spare parts at no further cost!
- 8.) FLOW provides not only ongoing consulting and back-up services to its clients but also sorter upgrades and sorter improvements (most of them at no charge) to ensure that your sorters are being kept up to date with the latest technology.
- 9.) As FLOW customers you have access to FLOW service centers which are stocked with spare parts as well as complete exchange units for your sorters (i.e.: Ejectors, Optic Boxes, X-ray generators etc).

Current service centers are located at Johannesburg, Klerksdorp, Barkly-West, Aurora in the Western Cape and Perth – Australia.

Luanda (Angola) is scheduled to come on line in September 2007.

Brazil and Canada are scheduled to come on line in 2008.

- 10.) FLOW has several service vehicles in the field that are fully stocked with FLOW spare parts as well as complete exchange units. These vehicles are also equipped with all service tools and instruments required for service and repair of your FLOW machines. This means that a FLOW service technician responding to your service call has got everything with him to conduct a speedy and professional repair job and get your sorter up and running without further delays.
- 11.) FLOW operates diamond fluorescence analyzer units (FPA) to conduct analyses of your specific material. One of these units is trailer mounted which allows such material analyses to be conducted at your site!

Peter Wolf