

ESTABLISHED IN 1971

[To visit our website, www.flow.co.za, click here](http://www.flow.co.za)

X_WANT_TO_BE_2_100729_26.doc E:\DOCUMENTS\... UPDATED: 2010/07/29

DATE: 2009-06-24

WEBSITE: www.flow.co.za

TEL: +27 11 452 6006 / +27 11 452 6816
FAX: +27 11 609 4951 / +27 11 452 6831
E-MAIL: flowsort@icon.co.za

Well, it's time again.....and it's by no means the first time!

Once again it has come to our attention that some **ex-employees** of our companies are currently contacting Flow Sort customers offering their services and supply of pirate parts for your Flow Sort X-ray diamond recovery machines.

Well, this is no crime you may say, but please bear the following in mind before dealing with such "want-to-be" competitors:

You run the risk of running your sorter at poor performance and / or incurring major repair costs caused by unauthorised service and / or maintenance personnel. List of Approved Service Personnel for Flow Sort X-ray Diamond Recovery Machines, attached. (Ref: FS_SERVICE_PERSONNEL_AGENT_090702_26.doc).

You also run the risk of serious injuries to your operating personnel caused by x-ray radiation after unauthorised work have been performed on your sorters and / or non approved parts have been installed. (One wrong relay, one wrong switch, one wrong connection that's all it takes!)

Flow Sort will not (and can not) accept any guarantee claims for Flow Sort machines that have been worked on by unauthorised personnel and / or that have been fitted with parts that have not been officially approved by Flow Sort (Pty) Ltd.

Finally, you run the risk of getting involved in unpleasant legal proceedings that might be instituted against ex-employees for copyright infringement, breach of secrecy agreements, breach of non-competition agreements, possibly theft of intellectual property etc.

If you have any questions or are in doubt regarding service and maintenance of your Flow Sort machines or as to which spares to use please contact Flow Sort (Pty) Ltd or Flow Electronics (Pty) Ltd. We are at your service 24 hours a day, 7 days per week! **(After hour Technical Support Number +27 82 463 1082)**

In case of an emergency call Caroline Wolf at +27 82 451 3163 or Peter Wolf @ +27 82 441 0855

Over the last 40 years that we are in business we have seen a few "fly-by-night's" come and go and we have come across some very upset customers that "have-been-had"!

FLOW sold over 550 of our latest X-ray diamond recovery machine models, against all the competition in the world and we are set to remain "number-one" in the future.

We have provided customers with uncompromising after-sales service since 1970, and shall continue to do so in the future.

Our success stands testimony for our promises!

Yours sincerely

THE MANAGEMENT OF FLOW

Flow electronics (PTY) LTD

ESTABLISHED IN 1971

January 2010

WEBSITE: www.flow.co.za

APPROVED SERVICE PERSONNEL FOR FLOW SORT X-RAY DIAMOND RECOVERY MACHINES

24/7 Technical Support Number

+27 82 463 1082

Flow Electronics (being the manufacturer of all Flow Sort Products) has **approved** the following Service personnel as of **January 2010**.

1. Opperman, Flip service@flow.co.za
Flow Electronics (Pty) Ltd
Tel: +27 11 452 6006, Fax: +27 11 609 4951
Cell: +27 82 463 1094
2. Liebenberg, Jovan JovanL@flow.co.za
Flow Electronics (Pty) Ltd
Tel: +27 11 452 6816, Fax: +27 11 452 6831,
Cell: +27 82 459 3752
3. Naidoo, Reginal ReggieN@flow.co.za
Flow Electronics (Pty) Ltd
Tel: +27 11 452 6816, Fax: +27 11 452 6831;
Cell: +27 82 415 5260
4. Wolf, Caroline caroline@flow.co.za
Flow Sort (Pty) Ltd
Tel: +27 11 452 6816, Fax: +27 11 452 6831,
Cell: +27 82 451 3163

5. Mandary, Ally – Mauritius
Flow Sort International
Tel: +27 230 413 7898, Fax: +27 230 413 9749
6. Houwen, Bill – Australia
Diamond Recovery Services
Tel: +27 618 93 56 1158
7. Louys, Brian – Klerksdorp
Bond Engineering
Tel: +27 18 469 4440, Fax: +27 18 469 2424
8. Benade, Buller
Electronic Sorting Services
Tel: +27 71 604 2906, Fax: +27 86 524 8313,
Cell: +27 82 453 6612
9. Swiegers, Andre
Tel: +27 53 531 0404, Fax: +27 53 531 0404,
Cell: +27 82 906 5777

Note:

Please contact Caroline Wolf (caroline@flow.co.za)
Or
Herma Clack (sales@flow.co.za) OR flowsort@icon.co.za
for junior technician availability and authorised tasks.

**Kindly contact Flow to request your site visit or service visit
+27 11 452 6006 or +27 11 452 6816
before requesting services directly from any of our agents.**