Thank you for your interests in learning more about our products and services! As one of the major suppliers of refractory kiln furniture and high temperature & thermal shock resistant materials in the world, Trend has been committed to providing customers with the best design solutions, the high-grade products and the most satisfactory service. Only when we fully understand your thermal equipment and product use condition, can we provide you with the most targeted solutions and choose the most suitable materials and products. This information also helps us to provide you with timely and appropriate services in the future. Please fill in the basis information below and provide relative photos, drawings and other materials.

Basic Information of Customer and Kiln

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Customer name |  | | | Country |  |
| Location |  | Address |  | | |
| Contact |  | Email |  | Telephone / mobile |  |
| Information of current kiln or new kiln | | | | | |
| Type of kiln |  | Optional: tunnel kiln、shuttle kiln、roller kiln、pusher kiln、bell/beehive kiln、ring kiln、others | | | |
| Type of fuel |  | optional：natural gas, liquefied petroleum gas, gas, diesel, heavy oil, electricity, coal, others | | | |
| Firing atmosphere |  | Optional: oxidizing atmosphere, reducing atmosphere, natural atmosphere, inert atmosphere, others | | | |
| Position of burner |  | Optional: side firing、top firing、side firing + top firing、other | | | |
| Size of kiln |  | Optional: effective length, width, height or effective volume of kiln | | | |
| Products fired |  | Optional: the specific type or name of the products fired on this kiln | | | |
| Temperature of thermal couple |  | Optional: the maximum firing temperature from thermal couple | | | |
| Temperature of ring |  | Optional: the maximum temperature from ring（if available） | | | |
| Temperature of cone |  | Optional: the maximum temperature from cone（if available） | | | |
| Firing time |  | Optional: the total time from in to out | | | |
| Soaking time |  | Optional: the dwelling time of the products at maximum temperature | | | |
| Other information |  | Optional: other information | | | |
| Products and services requested from Trend | | | | | |
| Details of service |  | Optional: technical consulting、product consulting、material supply、design solution、comprehensive solution | | | |
| Details of request | Fill in the detailed requirements for services or products requested from Trend | | | | |
| Basic information of the current materials | | | | | |
| Current materials | Fill in the size, recipe, supplier, failure details and rough service life of the current materials | | | | |
| Relative pictures | Upload the pictures of kiln exit section, kiln car, supporting method, failure details, etc (if available) | | | | |
| Relative drawings | Upload the drawings of the current kiln, kiln car, kiln furniture, etc (if available) | | | | |
| Other information | Upload technical documents, product datasheets and other information related to the consulting equipment or materials (if available) | | | | |