



## Portable Power

# Service Letter

**SL:** 40032  
**Date:** 14 August 2013  
**Product:** Compressors & Generators  
**Description:** Duplicate certificate / dataplate request process

Due to increasing requests for duplicate or original documents on such items as Separator Tank – Safety Valve – Dataplate – Lifting Beam, we have decided to structure the process and charge a fee.

### How To:

1. The dealer needs to fill out the attached form (Certification Documentation Request Form) taking care to add as much info as possible.
2. Only 1 machine per form, but you can request multiple certificates for that one machine and will only be charged once.
3. Machine serial number and vessel (tank) dataplate info are required.
4. For safety valves we will need the valve data plate information.
5. Dealer needs to select the kind of certificate or documents they require.
6. In the comments field information can be entered which did not fit other fields.
7. Dealer E-mail address is very important as that is where we will send the digital documents.
8. E-mail that form to [emea.certoffice@doosan.com](mailto:emea.certoffice@doosan.com)
9. We will manually bill the dealer, for this we need a document showing a PO number and the details of the certificate requested (machine serial number + docs requested)
10. Mail the PO document together with the Certification Document Request form to [emea.certoffice@doosan.com](mailto:emea.certoffice@doosan.com). (this order form can have multiple requests listed as long as it also shows details per machine SN)

11. It is possible to request an original paper copy of certain documents but please only use that option if absolutely necessary.

An additional fee is charged for the time involved and DHL certified shipping.

### Cost:

Request are per machine and not per certificate, cost is 30€ per machine.

Requests for original documents send by DHL, cost is 50€ extra per machine. (remember to supply address details if this option is requested)

Request for duplicate dataplate, cost is 100€ per plate

### Timing:

For machines produced within the last 3 years we usually have your request fulfilled in a matter of days, older units will require more investigation and possibly a request to the original supplier of tank and valves. In that case it could be up to two weeks before we can supply the documents.

In rare cases (often pre-2000 machines) we may not be able to supply certificates anymore but rest assured that we will give it our best.

For machine dataplates please allow one week to process your request.

# Certification Documentation Request Form

**ALL FIELDS ARE MANDATORY**

E-mail the completed form to [emea.certoffice@doosan.com](mailto:emea.certoffice@doosan.com)

SHIPPING INFORMATION			
Contact Person:			
Company Name:			
Mailing Address (Street or PO):			
City/State/Zip:			
Contact Phone:			
Contact E-mail address:			

DOCUMENTATION REQUEST	
Serial Number(s): (Tank – Safety Valve – Machine)	
Manufacturer:	
Tank	<input type="checkbox"/> Plastmetalchem <input type="checkbox"/> Rednal <input type="checkbox"/> Brunner <input type="checkbox"/> Other _____
Safety Valve	<input type="checkbox"/> Kunkle <input type="checkbox"/> Seetru <input type="checkbox"/> Apollo <input type="checkbox"/> Other _____
Machine Dataplate	Proof of ownership required before duplicate dataplate delivery (invoice)
Additional Docs required? Select required	<input type="checkbox"/> U1-A <input type="checkbox"/> Metallurgical test records <input type="checkbox"/> Engineering Drawings <input type="checkbox"/> Engineering Calculations <input type="checkbox"/> Weld/Hydro <input type="checkbox"/> Certified Inspection / Material Report <input type="checkbox"/> Analysis Report
Original needed?	<input type="checkbox"/> Yes <input type="checkbox"/> No    If originals are requested, please allow extra time to provide.
Additional Comments:	

For technical support concerning documents, please contact your Regional DOOSAN PP Service Manager.

Please note for older components we may experience delays in retrieving certificates or documentation from original supplier.