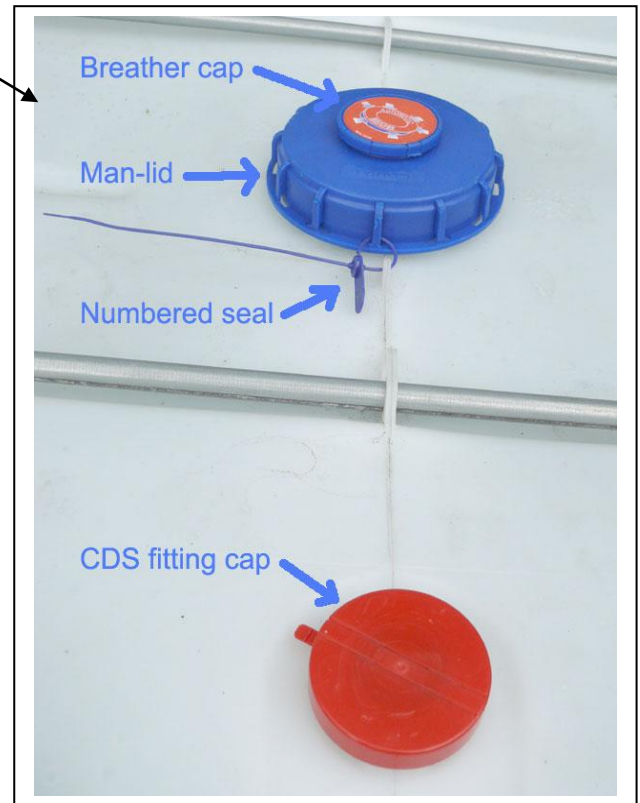
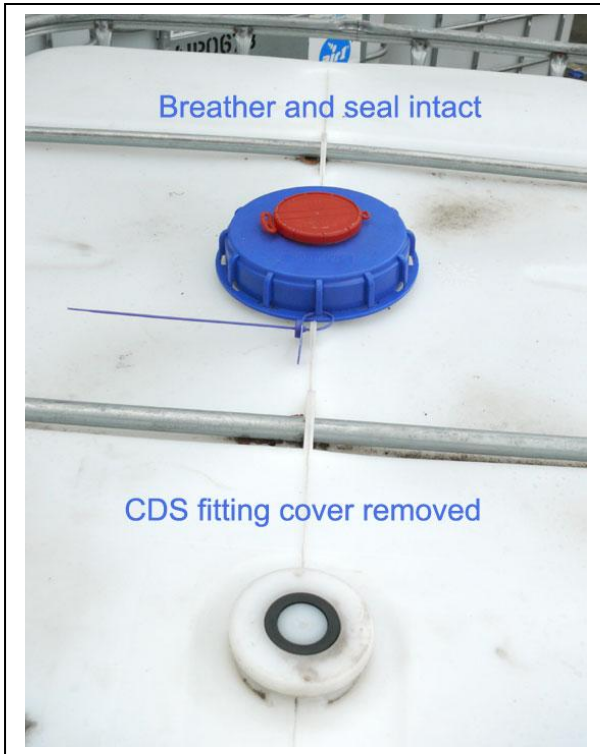




AdBlue IBC Care and Return Guide (v1.4)

IBC's go out to customers like this:

They should come back like this:



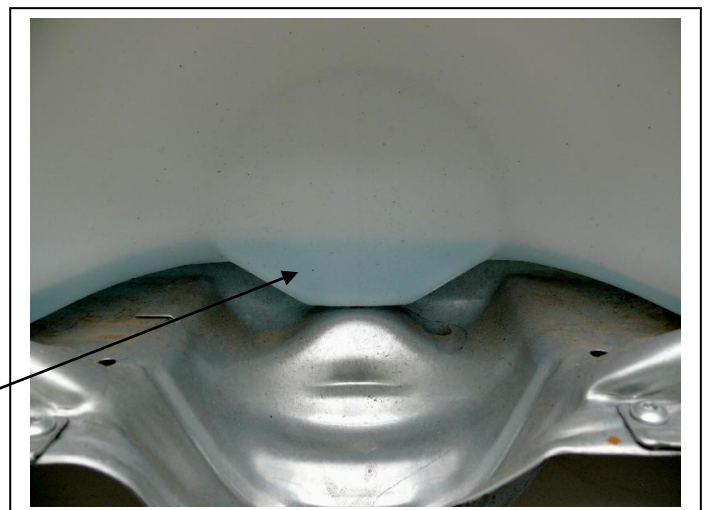
- ❑ IBC in good condition, with no punctures to plastic bottle and cage not bent or damaged
- ❑ CDS cover removed if top outlet used
- ❑ CDS fitting intact and undamaged
- ❑ Tamper-proof seal unbroken
- ❑ Breather intact on man-lid
- ❑ Identification plate intact with label
- ❑ Free from contamination



NOTE: ALL IBC CONTAINERS MUST BE RETURNED WITHIN 12 MONTHS FROM DATE OF SUPPLY/INVOICE TO ENSURE THAT THEY ARE FREE FROM CONTAMINANTS AND REMAIN REUSABLE. IBC'S EXPOSED BEYOND THIS PERIOD MAY PROVE UNSUITABLE FOR REUSE BY FAILING TO MEET THE APPLICABLE QUALITY STANDARDS: ISO22241-3 4.3

The deposit will not be refunded or rolled over if any of the following have occurred:

- Breather removed or damaged
- CDS fitting removed or damaged
- Identification plate missing/label removed/damaged
- Contamination (particulate or liquid) in bottom
- Product remains in container
- Cage, frame or bottle is damaged
- Seal/s broken
- If the IBC has been on site for more than 12 months



Liquid remaining in container.

It is not possible for us to transport unknown waste product without the correct waste management license, likewise we are not able to re-use or dispose of any unused product. The IBC must be empty and free from contaminants/fluid

IBC Exchange and Collection Procedure

1) When customer is ready for a replacement IBC they are to check the container on site meets all the following criteria before requesting exchange:

- No damage to container or cage
- No remaining product is still within container and that container is empty
- Breather cap (large centre cap) tamper proof numbered seal is intact and breather has not been removed
- CDS Extractor pipe (smaller offset cap) has not been removed
- Label is present *

* Customer should also take note of the IBC serial number before proceeding to step 2

2) When customer requests a replacement IBC (or collection of the empty container if no longer needed) they are to advise our administration team of the IBC serial number and confirms whether the IBC meets the above criteria or not.

If the IBC meets the criteria outlined in this care guide, then the IBC deposit will either be transferred to the new container or refunded as applicable. The condition of the IBC will be validated by our driver when collecting and documented in the event of any discrepancy.

If the IBC does not meet the criteria outlined in section 1, then a new IBC deposit may be required. In this instance our agent will discuss with you the matter in more detail. If the deposit is lost for any reason then you are entitled to retain the empty container.

3) Our network will deliver the replacement IBC to you and collect the empty as applicable. In some instances the delivery driver will not be able to collect the empty in which case another collection will be arranged, this should take place within 2 weeks and does not affect the terms of the deposit. Please refer to the terms below.

Terms

PDQ (Pre-delivery Questionnaire) Prior to your first delivery we request confirmation of your opening times, delivery contact, suitable access and offloading capabilities. Any changes to this information must be advised at time of order.

A deposit is charged for each IBC required on site. The deposit can be transferred to a new container when making a replacement order within 12 months of the original order and providing that the empty IBC is both;

- a) available for collection when delivering the new container
- b) and that the empty IBC container has been confirmed to meet the required criteria above.

We reserve the right to charge your account the following fees in addition to the price of the AdBlue:

£135 deposit charge for each full container delivered and or for any new containers supplied where we have been unable transfer the deposit from a previously supplied container.

£60 fee for each failed delivery or collection visit where we are unable to deliver/collect the IBC in accordance with the information provided on the PDQ ie: closed during advised open hours, IBC unsuitable for collection after being advise as suitable, on site equipment or staff failure, site access restrictions, etc.



If the empty IBC is in suitable condition and has not been uplifted within 2 weeks from the date of request, we request that you advise us so that we can chase the matter up, this helps avoid unnecessary charges being applied to your account.

Additional Information

Breather Cap

The cap in the centre of the IBC contains a breather/vent and vents whilst in its fitted position. This cap is sealed using a serialised cable tie which should not be removed.

This is because when the container is returned to the depot we are able to see if the container has been tampered with, it is not possible to remove the cap without breaking the tie, if the tie is intact we know that the container can be refilled and reused for AdBlue.

If the seal was broken, then there is a risk that the container could be contaminated and therefore making it unsuitable for use with AdBlue which is a high purity solution, in this instance the container would be scrapped and the deposit would not be refunded.

Draw off (extraction) points

There is another fitting on the top of the IBC which is in addition to the central breather cap, this is a CDS suction extractor pipe, this component is integral to the IBC and like the central breather should not be removed.

The CDS extractor (sometimes also known as an SEC extractor) is an integral top mounted suction pipe which forms one half of the industry standard coupler to connect to a pump set, the pump set would need to have the corresponding other half of the coupler to marry up to this extraction point.

By having each IBC supplied with this fitting there is no need for the site to place a suction pipe into the container which would otherwise risk contamination of the IBC container and prevent it from being suitable for ongoing use.

Please note that IBC's are supplied as either top outlet only or dual outlet.

Top outlet option: Features only the top CDS/SEC connection. There is no bottom outlet for gravity feeding. The top outlet connection requires a pump fitted with the corresponding industry standard coupler.

Dual outlet option: In addition to the top CDS/SEC extraction coupler some containers also feature a bottom outlet valve which can be used for gravity feeding, this bottom outlet features a tap.

The connecting thread for the bottom outlet is an industry standard S60x6 buttress thread.

In order to help minimise contamination, when IBC's are sent out for the first time the top outlet CDS/SEC fittings are supplied with a protective cap.

Removing either the breather or SEC extractor from your IBC container will void your deposit. Do not remove these fittings from the container.