

## Rust Preventive Liquids Customer Questionnaire

Asking these questions of the person responsible for using rust preventive liquids will help you understand their application and what type of product is needed. It's a simple formula, called **METFAR**:

### **M (Metal)**

- What type of metal/product requires protection?
- What is the surface profile and existing condition?
- What is the shape?

### **E (Exposure)**

- What will the product be exposed to? (Inside, indoor covered, uncovered, hot, cold, ocean side, inland?)

### **T (Time)**

- What's the expected time frame of protection? One month? Five years?

### **F (Film)**

- What is the desired film characteristic? Oily, hard, soft, wax-like, etc.

### **A (Application)**

- How and where will the product be applied? Dip, spray, (ask type of equipment) or brush?
- What is the desired dry time? Will the coating be air dried, force dried or baked?

### **R (Removable)**

- Will the coating have to be removed? In what time frame? What equipment is available for removal?

### **Other important questions to ask:**

- What are the environmental aspects? (VOC limitations, waste disposal considerations, emission regulations, etc.)
- What, if any, specifications are required? Military, corporate or desired?
- Will the customer require a C of C or C of A with the product?
- What are the plant conditions? (Ask about ventilation, climate limitations (humidity, extreme cold/heat), etc.)

It is always best to submit a Product Information sheet and MSDS to the customer's Health and Safety Committee for approval prior to shipping any samples or product.