

Dear customer,

It has been brought to our attention that due to occasional rough handling of our polymer material, tubes have been delivered to customers in an uneven setting. Consequently, we are requesting that you check your AP tubes before commencing a FormaHoof application.

This does not mean that the polymer is damaged in any way and we encourage applicators to please perform the following steps to troubleshoot uneven plungers of FormaHoof Advanced Polymer, to ensure a quality application:

1. Purging is key to eliminating this problem. **This needs to be done before the mixing tip is put on.** Purging ensures that any settling and differential air pressure that has occurred during transportation is rebalanced and that the tubes are even. Please rest assured that the AP tubes are filled perfectly before they leave our facility.
2. Another key element is the applicator gun. There is an adjusting screw on the back of the gun on each piston. If one is longer than the other, the pistons can come off, so please ensure that they are even.

If you have experienced any changes in polymer quality, it is most likely as a result of this problem. The above steps should prevent any quality issues in future applications.

For further questions, please contact customercare@FormaHoof.com



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