

Blue Steel Water

Client Questionnaire

Standfast Contractors t/a Blue Steel Water

Please complete this form as fully as you can so we can understand your water needs and give you a sound, honest recommendation. Questions marked * are essential; we cannot assess your inquiry without them.

1. Client details

Detail	Your answer
Client / company name *	
Contact person and role *	
Cell / WhatsApp number *	
Email *	
Postal or business address	
Country * (Zimbabwe, Zambia, Mozambique, South Africa, other)	
TIN no. (if applicable)	
VAT no. (if applicable)	
Are you the person who will approve this project? *	☐ Yes ☐ No
If no, who will approve it (name and role)?	

2. Type of inquiry *

Tick the one that best describes your need.

☐ Domestic (home, flat, small residential complex)

☐ Commercial (office, school, clinic, lodge, shop, restaurant)

☐ Industrial / agricultural (factory, mine, farm, food and beverage processing)

☐ Effluent / wastewater (sewage or process wastewater treatment, reuse or discharge). Please also complete Section 6.

☐ Products or consumables only (filter cartridges, softener salt, chemicals, spares)

3. Site, water source and the problem

3.1 Address of the site where treatment will be installed *

3.2 Water source * (tick all that apply)

☐ Municipal ☐ Borehole ☐ Delivered by bowser/truck

☐ Dam ☐ River ☐ Rainwater ☐ Unknown

☐ Other:

How to fill this in: click any box and type, to choose an option, tap its small square and type an **X** (choose only one where the options are alternatives, such as Yes / No), then save the PDF and email it back to us. You can also print it and write by hand. Works in Adobe Acrobat, Foxit, Edge, Chrome and Firefox. On a phone, use Adobe Acrobat Reader.

Return the completed form, your water analysis and site photos to:

Email: info@bluesteelwater.com WhatsApp: +263 77 957 5500

Website: www.bluesteelwater.com

Office: 17 Halford Road, Greystone Park, Harare (strictly by appointment)

3.3 What is the problem with the water? * (tick all that apply)

☐ Scaling or white deposits (kettles, geysers, taps, showerheads)

☐ Bad taste or smell

☐ Colour, cloudiness or staining (brown, orange or black)

☐ Salty or brackish taste

☐ Suspected bacteria or illness

☐ Not enough water / low pressure

☐ Effluent does not meet discharge or reuse requirements

☐ Other:

3.4 How long has this been a problem, and what has been tried so far?

4. Water use and volumes

4.1 What will the treated water be used for? * (tick all that apply)

☐ Drinking ☐ Cooking ☐ Showering/washing

☐ Laundry ☐ Irrigation ☐ Livestock

☐ Boilers/cooling ☐ Process water ☐ Bottling

☐ Other:

4.2 Volumes and operation

Detail	Your answer
Treated water needed per day * (litres or m ³)	
Peak flow needed (m ³ /h), commercial and industrial only	
Hours per day the system will run	
Days per week	
Number of people on site *	

4.3 Site conditions (commercial, industrial and effluent projects)

Detail	Your answer
Power supply (grid, generator, solar) and how reliable it is	
Space available for the plant (m x m), indoors or outdoors	
Vehicle access for delivery (e.g. a container truck)	☐ Yes ☐ No ☐ Not sure

5. Water analysis, existing setup and photos

5.1 Do you have a full chemical water analysis of the water to be treated? * (most important)

- ☐ Yes, attached
- ☐ No, please arrange a water test for me (chargeable)
- ☐ No

The right treatment depends on what is in your water. Without an analysis we can only guess, and a wrong guess costs you money. Send results to info@bluesteelwater.com or WhatsApp +263 77 957 5500.

5.2 If the site is existing, describe the current setup (tanks and sizes, pumps, filters, geysers, any treatment already installed)

5.3 Photos

Please send clear photos of your tanks, pumps, existing filters or plant, and any scaling, staining or damage. Photos often save a site visit.

6. Effluent / wastewater (complete only if applicable)

6.1 Type of effluent (tick all that apply)

- ☐ Domestic sewage ☐ Food or beverage processing
- ☐ Dairy or abattoir ☐ Mining ☐ Industrial process
- ☐ Other:

Detail	Your answer
Effluent volume per day (m ³)	
How is effluent handled now (septic tank, soakaway, ponds, municipal sewer, none)?	
What do you want to do with treated effluent (discharge, irrigation, reuse on site)?	
Required discharge or reuse standard, if known (e.g. EMA permit limits)	
Have you received a compliance notice or fine?	☐ Yes ☐ No
Do you have an effluent analysis?	☐ Yes, attached ☐ No

7. Timing, budget and other information

7.1 When do you need the solution in place? *

- ☐ Urgent (within 1 month) ☐ Within 3 months
- ☐ 3 to 12 months ☐ Just exploring options

7.2 Approximate budget available (US \$)

- ☐ Under 1,000 ☐ 1,000 to 5,000 ☐ 5,000 to 25,000
- ☐ 25,000 to 100,000 ☐ Over 100,000
- ☐ Not yet decided

7.3 How did you hear about us?

- ☐ Website ☐ Google ☐ Facebook/Instagram
- ☐ LinkedIn
- ☐ Referral (from whom?)
- ☐ Existing client ☐ Other:

7.4 Any other comments

How we work

Our initial assessment of this questionnaire is free. Once we have reviewed it, we will tell you honestly what we think your options are.

- 1. Initial assessment (free):** we review this form, your water analysis and photos.
- 2. Water testing and site visit (chargeable):** where needed, to confirm the details and see the site in person.
- 3. Budget proposal:** an indicative budget for you to consider.
- 4. Paid design:** a detailed design and specification for your project.
- 5. Build and supply:** on acceptance and advance payment, we build, supply and install, with our accredited technicians available for maintenance.

Fees for testing, site visits and design are credited against the project if you proceed with Blue Steel Water.

Sign-off

Completed by (name)

Signature (type your name, or sign by hand if printed)

Date