

TERM OF GUARANTEE USER MANUAL

SILOX[®]

PERFECT STORAGE



www.silox.com.br



QUALITY ASSURANCE FOR SILOX® SILO BAG:

The high quality and performance of the Silox® Silo Bag are guaranteed to the Customer by the Silox® Guarantee for a period of 18 months (15 months of Silox® Guarantee and 3 months of Legal Guarantee), corresponding to the minimum durability period for the product. The Silox® Silo Bag has a guarantee for the term indicated against the degradation caused by the harmful action of ultraviolet radiation, under normal conditions of use for which the product is intended, and technical problems derived from the production process. The Silox® Silo Bag represents with quality and perfect storage.

FOR THE GRANTING OF THE SILOX® GUARANTEE, IT IS IMPORTANT TO ADOPT THE FOLLOWING RECOMMENDATIONS:

1 - Before applying the product, the surface (field) must be prepared in such a way that clumps, boulders, and plant debris are eliminated so that such debris does not damage the Silox® Silo Bag.

2 - When pocketing, check if the amount of product being stored is compatible with the maximum amount supported, considering the rule printed on the Silox® Silo Bag and the measurement kit used to measure the maximum stretch, recommended for the product.

3 - STORAGE. It should always be stored horizontally, in a covered place, without the presence of sunlight, under a wooden platform (10 cm above the ground), protected from the action of pests, such as rodents and insects.

4 - TRANSPORTATION. It must be transported horizontally. Never transport the products in a way that allows friction with the ends. Never transport the product in an upright position. In case of heavy products, ask for help. Care is also recommended when handling the product so that accidents do not occur.

5 - When purchasing the Silox® Silo Bag, it is necessary to (i) check that the packaging is in perfect condition, (ii) keep the purchase invoice and the product(s) label, as they are essential to the Guarantee.

CASES NOT COVERED BY THE SILOX® GUARANTEE:

The Guarantee of the Silox® Silo Bag stated herein becomes null and void in the event of breakdowns or defects resulting from:

1 - Damage or problems resulting from the storage of the Silo Bag or movement (transportation, preparation, installation, maintenance, etc.), which cause a reduction in its efficiency, storage capacity and/or useful life.

2 - Failure to present the supporting documentation of the acquisition and installation, as well as the incorrect description of the occurrences.

3 - Damage caused by misuse, changes in recommended use and use for purposes other than those for which the product was designed.

4 - Damage caused in the installation process, whether due to poor preparation of the site, improper handling, incidents (perforations, scratches and other forms of friction or mechanical contact, heating or burns resulting from direct contact with hot parts of equipment, among others) with tools or parts of the equipment used in the surroundings, and problems resulting from not using adequate equipment for filling and/or emptying the silo or that do not have satisfactory conditions of operation and use.

5 - Damage caused by adverse weather conditions, such as windstorms, hail, sudden changes in temperatures and relative humidity, heavy rain, lightning, snow, etc.

6 - Damage caused by natural and/or provoked catastrophes, such as earthquakes, landslides, destabilization of foundations and/or embankments, floods, fires, falls of trees or branches, rocks, poles, animals and wild and/or domestic birds, human contact, etc.

7 - Spillage, exposure, spraying and/or close manipulation of chemical substances, pesticides, fertilizers, fungicides, chemicals used in the treatment of wood, solvents, chemicals used to contain plants or weeds, chlorine, sulfur, and bromine-based chemicals.

8 - Damage or problems resulting from the pocketing process, such as misalignment, changes in diameter, formation of bellies, folds, wrinkles and or stretching resulting from the storage of a larger quantity than that supported.

9 - The Silox[®] Guarantee excludes accessories and closing kits.

GUARANTEE COVERAGE:

SILOX, being contacted during the guarantee period of the Silox[®] Silo Bag Guarantee, will ensure, whenever possible, the repair of the problem presented or a proportional replacement to the Customer, in case the product is defective, that is, degradation before the established minimum period or finding of failures in the industrial process.

For these cases, the amount paid by the Silox[®] Silo Bag will be refunded, corresponding to the months remaining to reach the guarantee established herein, limited to the proportional value of the product or up to the limit of 100% of the value of the Silo Bag. Cases that require the replacement of the Silo Bag will always be performed for the same model and size.

The Silox[®] Guarantee is limited to the Silox[®] Silo Bag product. Therefore, it does not cover additional costs for preparation, transportation or handling, storage, installation, exchange, labor, rental or equipment expenses, nor does it cover liability in any degree and/or circumstance for direct, indirect, and remote losses and/or damages, lost profits and/or economic losses due to the use of Silox[®] Silo Bag.

AVAILABILITY:

Silox[®] Silo Bags are available in sizes and capacities as shown in the table below:

SILOX 9-FEET SILO BAG	
Length	Capacity
60 m	200 tons
75 m	250 tons
100 m	333 tons

CONTACTING SILOX[®] TECHNICAL SUPPORT:

1 - Immediately after finding the problem, during the guarantee period, contact the Authorized Distributor/Reseller or SILOX through the **CUSTOMER SERVICE** by **phone: 55 11 4166-3097** or **email san@nortene.com.br** to formally communicate the claim.

2 - Report and describe in detail all the findings including the chronology of the facts (date of purchase, date of installation and date of verification), machines used in filling and/or emptying and the ensiled material.

3 - It is essential to send (i) a photo with the product identification label on the box; (ii) photo of the number printed on the Silox[®] Silo Bag; (iii) sending the photo with the stretching rule printed on the body of the Silox[®] Silo Bag; (iv) taking and sending a sample of the material in the region where the manufacturing batch number is printed and (v) the possible problem found. Photos, reports, and samples must support the claim.

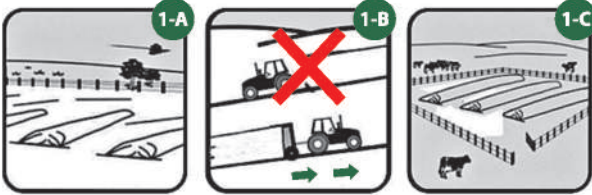
4 - SILOX reserves the right to send/request the presence of a technician in the sites of application/installation of the product in all cases when contacting the Technical Support.

5 - The replacement will be carried out exclusively by returning the defective product to the sites previously authorized by SILOX under the responsibility of the Consumer, unless otherwise defined in an agreement entered between the Parties.

SILO BAG USER MANUAL

1 The ideal site for mounting the Silox[®] Silo Bag

The ground must have a maximum of 3 to 5% slope, it must be drained, dry, away from trees, free of stumps, branches, stones and remains of other cultures and any other type of perforating material (1-A). In case of unevenness, run the silo upwards (1-B). The site must be easily accessible and well fenced to prevent the entry of animals (1-C).



2 Coupling of the Silo Bag in the Fillers

Position the Silo Bag inside the box in front of the filler (2-A). Remove the lid of the box by stretching the Silo Bag in front of the machine with its straps still attached and identify the "CENTRO DA BOLSA" mark. Place the bag in the machine keeping the straps attached and taking care that, when unfolding, the white part is out and respects the position of the printing area (2-B).

Printing Area: It will be positioned on the side of the machine and the first layer of film must be removed along the entire perimeter, so that it does not twist during filling (2-C).

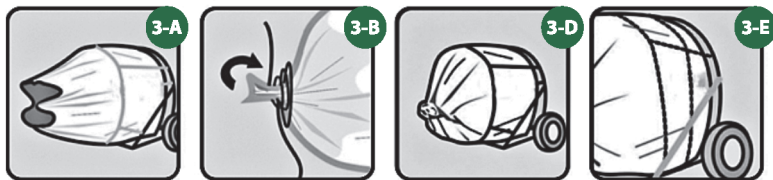
Note: Storage of dry grains and fertilizers: Always start the storage by the top fold (2-D).
Ensiling whole plant and moist grains: Always start storage by the bottom fold (2-E).



3 Pocketing (Initial)

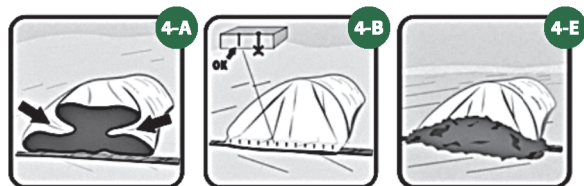
The closing of the initial end: Release the amount of material in the Silo Bag enough to tie the end where the operation will start, tying the silo firmly so that it does not loosen when starting the filling (3-A, B, D).

Note: Tie the Silo Bag to the filler so that it does not come loose during operation, using ropes or extenders (3-E).



4 Pocketing (Final)

The closing of the final end: To close the Silo Bag, use two wooden slats: one to wrap and seal the Silo Bag (nails should not cross the slat. 4-B) and the other to immobilize the curled slat (fasten with nails) outside the bag area (4-A, B, E). You can also use bags with sand or dirt (4-E).



5 Filling the Silo Bag:

Start: Position the starting end knot below where the product will fall, sealing this end (5-A). Observe that the product to be stored is not contaminated with dirt, clay, sand, or stones. Brake the filler and start filling, keeping the same braking until the Silo Bag forms an angle of 45 degrees and proceeds horizontally (5-B).

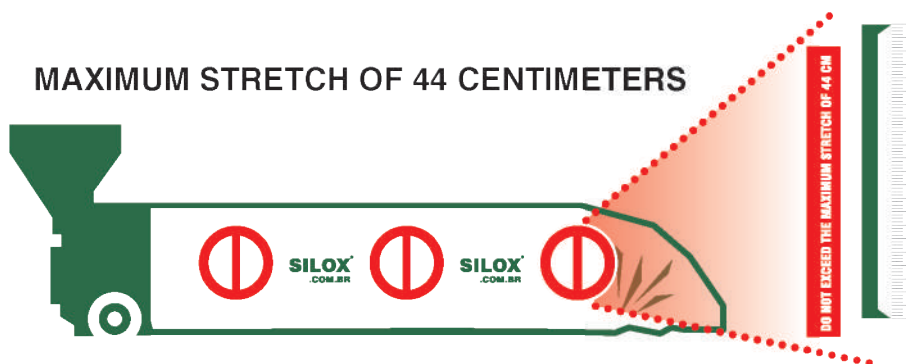
Control the braking during the entire work according to the maximum stretch recommended for each culture (5-D, E).



6 Maximum Stretch

Do not exceed the maximum stretch of 44 centimeters.

Note: It is important to note that, once close to noon, with an increase in the ambient temperature, the elasticity of the plastic is influenced. Therefore, always check the maximum allowed stretch by controlling the braking of the filler.



7 Gas Pressure

Gas pressure: To relieve the pressure of the gases formed from fermentation in the bags containing silages, an opening (7-A) must be made.

This opening must be made in the form of X with two 5-centimeters cuts at the end of the Silo Bag, where the stored product cannot put pressure on the plastic (7-B).

After three days, close this opening with the repair tapes that come with the bags (7-C).

Note: Take care on rainy days, avoiding the entry of moisture in the Silo Bag, according to the opening to relieve the pressure of gases.



8 Control and Maintenance of the Silo Bag:

Avoid the entry of animals: The place where the Silo Bag is exposed must be fenced so that the animals cannot climb on them, causing opening or tearing.

Keep the area close to the Silo Bag free of high grass or weeds, as they can hide rodent animals that can cause countless damage to plastic and silage.

Inspection:

- Periodically visit the site of the Silo Bag
- Repair damaged sites using repair tapes
- In cases of wind, use heavy materials at the end of the bag, preventing it from opening or tearing.

9 Opening and extracting the stored product:

Initial cut: The cut for opening the Silo Bag and extracting the stored product must be made in an oblique direction, leaving a height between 40 and 50 cm at the bottom of the border, used as a retainer so that the material does not spread outward the perimeter of the Silo Bag (9-A).

Attention:

Never make longitudinal cuts at the top or on the sides of the Silo Bag. These can result in breakage along the entire length of the bags (9-B).



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