

ISSUE 02



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Returning goods to PPM Technology for Service & Repair New Important information

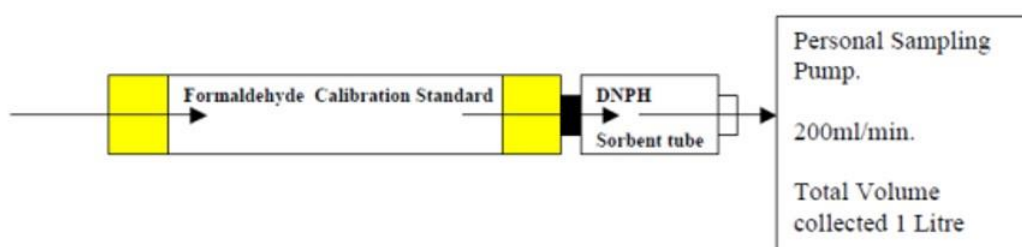
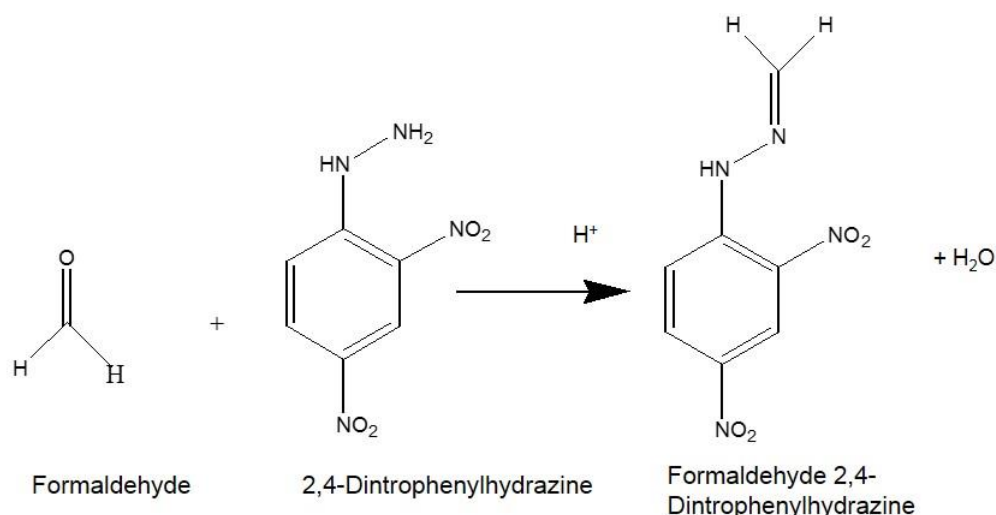
Please read carefully

PPM Technology Ltd (PPM) sell through a network of distributors and we have representation in over 40 countries world wide. The instruments we sell require regular calibration and we recommend annual servicing. A number of distributors offer service & calibration but occasionally instruments do need to be returned to PPM for repair or additional checking. Currently when instruments are returned to PPM from countries outside the European Community (EU) strict Inward Processing Procedures (IPR) must be adhered to otherwise delays or costly charges will be applied to the goods being imported to PPM. Over the last 10 years we have been using a Simplified Inward Processing procedures for importing goods into the UK, however due to changes by the UK Government we can no longer offer this service and alternative methods of importing procedures must be followed. Inward Processing Relief (IPR) allows goods from outside the EU to be imported without duty payable by PPM and when the goods are re-exported by PPM no duty is payable. However some courier charges PPM additional fees for processing goods under IPR and often these fees are greater than any duty payable.

New Procedures - Please read and follow - PPM have new strict procedures when returning goods to PPM for service or repair and these must be followed. Please do not return any goods to PPM without first advising PPM that you have goods to be returned. Please advise us on the number of instruments with serial numbers and as much information as possible. PPM will then reply giving an RMA number and strict procedure and instructions on how to return the goods. Failure to comply will result in additional premium charges being added to your account even if the return is a warranty repair. Please amend your procedures with immediate effect. As of 30th September 2014 and entries made to the Simplified IPR procedure will be refused at import and the goods will be returned to the sender at a cost to the sender. If you have any questions please contact PPM.

Calibration Standards Verification

At PPM Technology, we strive for high quality control in all our products and want to share our high standard of in-house testing with our customers. Recently, we have just completed our latest batch of stringent in-house tests for our Formaldehyde Calibration Standards to ensure each Calibration Standard produces a precise formaldehyde concentration. We use what we believe to be the most reliable and thus favoured methods for determining the concentration of formaldehyde in ambient air by utilizing a solid adsorbent followed by high performance liquid chromatography (HPLC) detection, as described in USEPA Method TO-11A/8315A/0100 and NIOSH Method 2016.



HPLC analysis

The HPLC conditions employed are summarized in table.

SAMPLE ANALYSIS EQUIPMENT	
Pump	Lab Alliance Series III Isocratic pump
Detector	Waters 486 Tunable Absorbance Detector (λ : 360nm, Attenuation scale: 0.001-0.3AU, Path length: 10mm, filter constant: 1)
Column	Waters Symmetry C18 3.9 x 150mm cartridge + guard column
Mobile phase	50:50 acetonitrile/water (HPLC grade, degassed using ultrasound)
Flow rate	1.3ml/min
Injector	Manual rheodyne injector with 20 μ l sample loop
Data Acquisition	JCL 6000 Chromatography

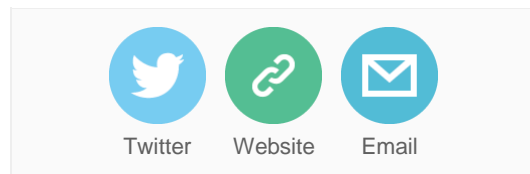
To ensure that the response of the detector was linear to varying formaldehyde-DNPH (F-DNPH) concentrations, F-DNPH standards (Supelco) were prepared using acetonitrile/water (50:50) over the following concentration range (0.3, 0.6, 0.9, 1.2, 1.5, 1.9 μ g/ml) and were injected into the HPLC. The response of the detector to the F-DNPH standards was shown to be linear.

The samples collected by passing air through the PPM Technology Ltd Calibration Standards are then verified by HPLC and proved to be correct by comparison with the F-DNPH standards to give the following results:

PPM Calibration Standard Tested	Temp °C	Expected Concentration (PPM)	Actual Concentration by HPLC (PPM)
1	20.0	1.964	1.97
2	20.0	1.964	1.97
3	20.0	1.964	1.96
4	20.0	1.964	1.98

We are now beginning our Glutaraldehyde Calibration Standard tests, findings to be issued next month.

Also we have just passed our annual external quality audit ISO9001:2008. We are committed to quality issues.



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