

Submission of Possible Contaminates

What to Include when submitting samples to the lab

There is a lot of information that is needed to accurately test and assess samples submitted for non-routine analysis. Some examples include: sample location, system information, system history, machined metals, product of use, and a clear description of the problem being seen on-site. Samples may also include an unused concentrate sample from the drum and system make-up water (city water, deionized water, reverse osmosis water). Other variables can be possible contaminants on the customer site. Some questions to consider are:

- Is there a hydraulic fluid leaking into the system or is another product being misted in the area?
- What is being carried over from other parts of the customer's process?
- Is construction being done on the customer site?
- Ask yourself, "What could have gotten into the system?"

Submission of possible contaminants

Troubleshooting systems properly can be like searching for a needle in a hay stack. With the submission of possible contaminants, this hay stack is greatly reduced and gives more information about the customer's site and process. The submission of possible system contaminants provides a reference sample for comparison to the customer's system sample. By having that possible contaminate reference sample(s), unique characteristics may be found to help troubleshoot the customer's issue. This is especially important if the possible contaminate is a competitor's product. The more information provided about these contaminants, the more accurate results will be. These results can be compared to the system of concern for physical, elemental, and other analytical properties. If more information is needed please contact your product and market support technologist.

Just remember as your walking around a customer site:

- Be safe – proper PPE and proper attire

Industrial Technology Deployment

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