



6034 Corporate Dr.
East Syracuse NY 13057
315-437-0255 x211
Tony.scal@enalytic.com
Chemistry, Formulations, Packaging and Consulting

Frequently Asked Questions

This FAQ is designed to get prospective and new clients acclimated to Enalytic's services. It is our belief that first impressions make lasting impressions. I hope that we can answer some of your questions about our full-service Company. If not, please call me directly or email me with your inquiries.

1. What turnaround time can I expect for routine projects?

We take pride in meeting every turnaround time, routine or not. Usually on routine projects we quote 3 to 5 working days.

2. What is the best method to ship rush samples?

Enalytic has agreements with UPS and FedEx. Check off the notification box so we can program incoming samples into our LIMS system.

3. Where can I find general information about Enalytic?

Enalytic.com will have general information such as: chain of custody forms, W-9 and other useful information. Other promotional information will appear here and on Facebook.

4. I noticed that your detection limits for DEF are different from what other labs have given me. Can you elaborate?

Our general policy for detection limits on test samples is to start with the acceptable criteria. Some of our clients send our COAs to their clients and others use the data internally to check their process.

Enalytic, with its state-of-the-art instrumentation, can report lower reportable limits but requires input from our clients.

5. Can your Certificates of Analysis be tailor-made to our specifications?

In most cases, our COAs can be easily adapted to your needs. Also, in most cases, we have improved upon the reports with larger font types and complete information to meet ISO reporting standards.



6034 Corporate Dr.
East Syracuse NY 13057
315-437-0255 x211
Tony.scala@enalytic.com

FAQ continued
Page 2 of 2

6. Does Enalytic subscribe to any outside proficiency testing?

Enalytic works with the ASTM committee on DEF in their round robin studies. We also provide testing on our clients' internal proficiency samples. In the last 2 months we have successfully completed 5 studies of this sort.

7. What is your verification and reporting of results for DEF?

After completion of the analysis by the laboratory: the data is checked by the Laboratory Chemist, verified by the Laboratory Manager and released for disclosure by the Laboratory Director, combining 70 years of experience by all staff scientists, all with BS degrees in Chemistry.

Reports are sent by PDF, and through the mail with the Chain of Custody form and Invoice.

8. For large quantities of samples submitted on one report do you offer a summary report?

We have a color-coded summary report listing all of the samples submitted. **Red** indicates out-of-spec, and **green** indicates that the data meets specifications.

9. Do you maintain retain samples?

Unless otherwise noted, Enalytic retains all DEF samples. They are cataloged in a separate storage area in case our results are called into question.

10. How long do you store your records and are they stored to the cloud?

All of our reports and data are stored for a minimum of 5 years. Yes, the data is stored daily to the cloud.

Our goal is to make our client's experience a productive, positive and profitable experience by personalizing every report to the needs of our client, with the assurance that only the highest quality data is produced.