

UNDERtheCAP

A Newsletter on issues and products for environmental analysis professionals, courtesy of

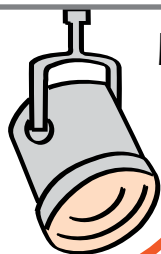


Quality Environmental Containers

Volume 10, No. 1

Beaver, West Virginia

Summer 2012



Product Spotlight

HEADSPACE

VIALS • CLOSURES • SEPTA



QEC has recently added a number of products to its inventory of headspace vials, closures and septa. QEC can provide headspace products to fit virtually any equipment for almost any application.

These vials are used to heat the sample until the concentration of liquid and gas phases are in equilibrium, at which point a sample is taken from the gas phase (headspace) for analysis.

QEC vials consist of Type 1 borosilicate glass with crimp or screw thread finishes, manufactured to provide uniform glass thickness, which ensures even heat distribution for sampling reliability.

QEC headspace products meet or exceed OEM instrument manufacturers' specifications.

Headspace vials and closures must form a tight seal for accurate and reproducible results. QEC's crimp-top vials have a beveled lip finish that reduces the amount of sealing surface between the seal and the glass, ensuring a reliable, secure seal with the septum.

Also, QEC now stocks screw-thread finish vials, which allow reliable sealing without the need of a crimping tool.

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PITTCON

CONFERENCE & EXPO 2012
ORLANDO • MARCH 11-15

QEC's 2012 Pittcon exhibit featured an expanded display space with a hospitality/conference area and a preview beta display of our upcoming new website. Also at this year's show we had a drawing for a new iPad2. Congratulations to Schwaun Stroman of Shell International Exploration & Production, Inc. for being our grand prize winner.

As always, the full line of QEC products was displayed, including our **Custom-Preserved™** products and our **Quality Assured Chromatography** autosampler vials, caps, and septa.

This was our 16th year at Pittcon and one of our best in terms of booth traffic and leads generated. Pittcon is integral to our marketing program, and an enjoyable opportunity to meet old and new friends, and tell QEC's inspiring success story.



Clockwise from top: Mike McCune (VP Marketing) and Jason Kesterson (Mid-Atlantic sales) draw for the iPad2 winner; Jim Wagner (Northeast sales) shows chromatography products to a visitor; Mike McCune and Darrell Fuller (Western sales) discuss a customer's needs.



Call toll free **1-800-255-3950** or visit **www.qecusa.com**

QEC product quality, service score big in survey

QEC received extraordinarily high marks for product quality and customer service in a recent survey of our customers.

On product quality QEC was all but perfect: 99.15 of those surveyed said they were "very" or "somewhat" satisfied with QEC products, with 93.75 percent saying they were "very satisfied".

An equally strong number, nearly 94 percent, said they were "very satisfied" with QEC's customer service.

More than 90 percent of customers surveyed said they "never" or "rarely" had a quality issue with a QEC product, with 56 percent saying they never have had any quality concerns with products they purchase from QEC.

Customers were asked if they "frequently", "occasionally", "rarely", or "never" had a "less than satisfactory" experience with QEC customer service. Eighty-seven percent said they never had a problem with customer service, and 9.75 percent said they rarely did. No respondents answered that they "occasionally" or "frequently" had a problem.

The survey, conducted in February, was the first that QEC has ever done. It will be repeated late this year, then become a regular part of QEC's program to expand and improve our customer relations and communications activities.

Even more gratifying than the high scores we received in this inaugural survey were the comments that customers included in their responses. Here are a few examples:



"I have always had great customer service! Can't complain about anything. [When we had] an issue with the shipper damaging the products. Your staff was incredibly helpful in resolving the issue." – Kelly T.

"Customer service has been very helpful in getting information and pricing on products not in our normal order rotation." – Michael D.

"Products are of high quality, if there is ever an issue it is taken care of immediately. My account rep is exceptional.... If I ever need to contact him I know I will receive a timely response and an answer." – Jake R.

"Everything I order arrives complete and on time. We tend to utilize one vendor until something goes horribly wrong and were forced to find another. I have never had to look for another vendor since we started ordering from QEC." – David B.

"We order large quantities and most of the time they are in stock. We also have not seen any QA/QC problems with containers in the past." – Mark S.

"Always have quick service." – Anthony D.

"Real professional and easy to communicate with." – Kirby L.

"Very fast and efficient with my orders." – Maria T.

"They are exactly what I expect. I get prompt order confirmation. I only buy from QEC." – Alan A.

Thanks to our customers for the high marks and kind words. We absolutely promise to keep up the good work. – QEC

QEC attends Texas Environmental Trade Fair



Sponsored by the Texas Commission on Environmental Quality, the Environmental Trade Fair & Conference (ETFC) is a premier environmental educational forum, considered by many to be one of the best in the country.

QEC was proud to be one of the 440 exhibitors at this Texas-sized trade fair of more than 3,000 participants. This is one of our regular stops as we make the rounds of environmental forums and expos around the country.

An important part of QEC's exhibit this year was a demonstration of the difference between PTFE cap liners that are 0.010" thick and those that are 0.015" thick. EPA standards require a 0.015" thickness for cap liners. QEC only sells PTFE liners that meet EPA requirements.

QEC is drawn to this event by the large number of environmental laboratories attending or exhibiting. Our attendance gives us a chance to demonstrate QEC's quality to prospective customers, as well as network with the dozens of exhibitors and attendees who are already QEC customers.

Staffing QEC's booth, as in most years, was Darrell Fuller, western marketing manager. "We enjoy this time to meet people, have fun and give away some prizes. But we also take seriously the opportunity to continue to inform the environmental lab community about the exceptional quality of our containers and why quality is important," said Fuller.

Just as important are the discussions we have with customers and other environmental professionals. That feedback is what drives QEC's on-going product development efforts.

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Headspace vials, closures, septa from QEC

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Vials



Headspace vials are available in round or flat bottom formats for correct instrument compatibility. Flat-bottom vials are more stable, but in general round-bottom vials are best for autosamplers that pick up and reposition vials.

QEC offers clear crimp-top vials with bevel finish and round bottom in 20mL, 10mL, and 6mL sizes. Vials with round bottom are more pressure resistant, and, when transported by a magnet, will more easily drop and seat properly in the heating block.

Round bottom vials are also available from QEC with a screw-top finish, in Type 1 clear and amber borosilicate glass, in 20mL and 10mL sizes.

For applications and equipment where flat bottom vials are preferred, QEC has clear Type 1 borosilicate glass crimp-top vials with bevel finish and flat bottom in 20mL, 10mL, and 6mL sizes.

Closures



QEC now stocks 20mm crimp closures in aluminum, steel and bimetal (aluminum sides with magnetic/steel center), and 18mm steel screw caps:

20mm Steel Crimps: These are the tried-and-true magnetic autosampler caps. Cost effective, they perform well with low evaporation even under high temperatures and pressures. Difficult to crimp manually, an autocrimper is recommended.

20mm Bimetal Crimps: Where a magnetic autosampler cap is required, bimetal crimps offer the same performance as steel while being much easier to use. Aluminum sides easily yield to manual crimping, while the steel top allows for magnetic pick-up. A premium product, bimetal crimps allow more efficient operation in environments where magnetic autosamplers and manual crimping are involved.

18mm Steel Screw Cap: This a magnetic autosampler seal that (obviously) does not

Correct Vial Crimping

A properly crimped vial closure is necessary for *accurate, reproducible results*.

Perfect crimping can be achieved by keeping the crimping tool in proper adjustment.

- **Over-crimping** may cause coring or poor septum resealing.
- **Under-crimping** can cause evaporation and loss of the sample.

When the vial is **correctly crimped** the cap should not be able to rotate and the septum should appear smooth and level.

require crimping of any kind, and is therefore the easiest to use. This product gives a good balance of convenience, performance, cost, and usability.

20mm Aluminum Crimp: Long a staple of QEC's inventory, the all-aluminum construction crimps easily using a manual crimping tool. This is a reliable, cost-effective choice for equipment that does not use a magnetic pick-up device.

Septa

The most commonly used headspace septa materials are PTFE/silicone, PTFE/butyl, and butyl. Butyl by itself does not provide a chemical barrier, so QEC does not stock a butyl-only septa.



PTFE/Silicone: PTFE provides a barrier for chemical resistance. The silicone layer provides an analytically clean backing material that ensures a good seal with the surface of the vial. Silicone affords some degree of resealability when punctured. Silicone is also the best choice for high temperature work as it will perform up to about 200°C.

PTFE/Butyl: Works well for less sensitive, lower temperature applications. The PTFE still provides the chemical resistance and the butyl withstands temperatures up to about 100°C.

QEC stocks these closures/inserted septa as part of our standard inventory:

Steel Crimp:

- .125" natural PTFE, white silicone
- .118" natural PTFE, trans-blue silicone
- .125" PTFE/Butyl

Bi-Metal Crimp:

- .125" natural PTFE, white silicone
- .118" natural PTFE, trans-blue silicone
- .125" PTFE/Butyl

Steel Screw Cap:

- .1.9mm Red PTFE, White silicone
- 1.5mm Blue PTFE, White silicone
- 1.5mm White PTFE, Trans-blue silicone
- 1.5mm PTFE/Butyl

Aluminum Crimp:

- .125" natural PTFE, white silicone
- .125" natural PTFE, natural silicone

For other combinations of closures and septa, or to order closures and septa separately, please contact your QEC representative or our customer service department.



120mL flip-top container with 100mg sodium thiosulfate tablet

Benefits of QEC's newest flip-top water testing vial

Meets EPA Guidelines for 1" minimum head space above the 100mL sample fill line.

Butterfly tab allows easier opening of vial cap.

Thumb clearance feature keeps thumb away from vial edge to prevent contamination.

Custody string attachment helps assure sample integrity. QEC also carries screw cap coliform bottles in 120mL and 250mL sizes. Please contact your QEC representative or our customer service department for more information.

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P.O. Box 1160, Beaver, WV 25813



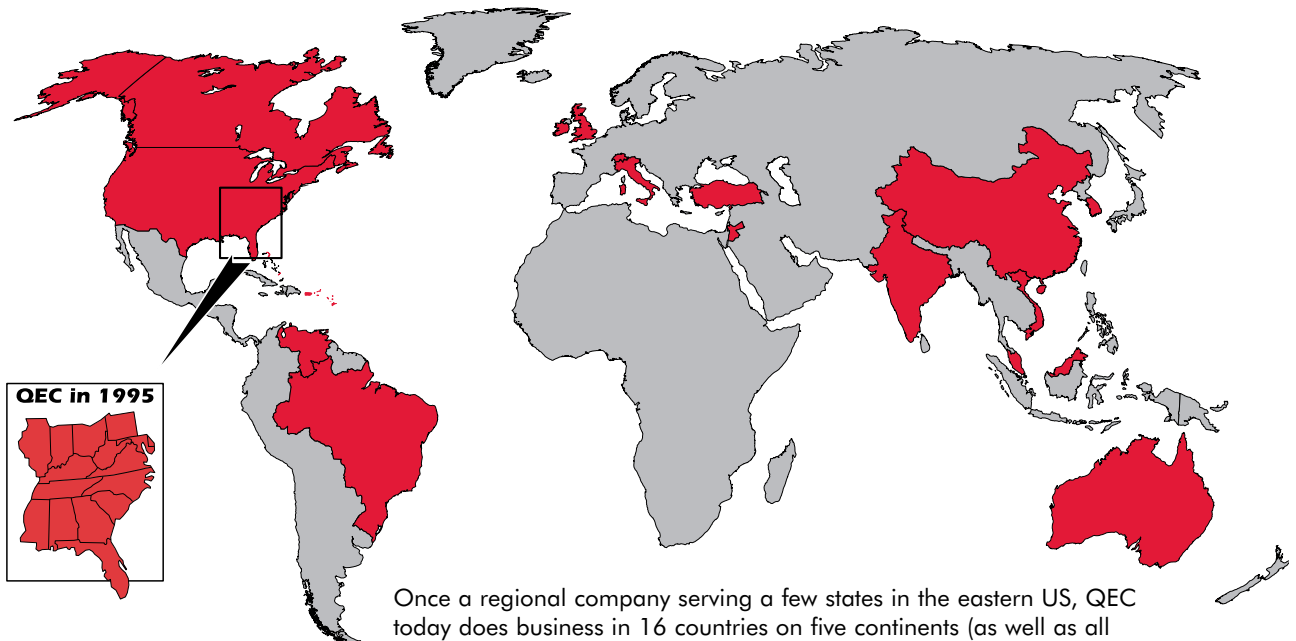
Next Day Service **No Expedite Charges***

Orders for in-stock QEC products received by 3:00pm ET can be at your lab or job site in the continental United States the next day. Tell your customer service rep you need **QEC Express™** service and your order will be processed and shipped that day.

**Freight company charges will apply.*

QNWS0612

A growth curve from regional to global



Once a regional company serving a few states in the eastern US, QEC today does business in 16 countries on five continents (as well as all fifty of the United States). For information about world-wide availability of QEC products, please contact our International Desk:

MIKE McCUNE 800-255-3950

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