

Dear Laboratory Customer or Potential Customer,

New laboratory accreditation standards require us to provide our clients information about our services to make sure that your requirements for testing are adequately defined, documented and understood. The following is for your information. Please call us if you have any questions or comments.

Type of Samples:

// PCM cassettes are routinely run by NIOSH Method 7400.

// Bulk materials are run by EPA Method: #600/R-93/116.

Air Samples: NIOSH 7400 Method counts all fibers. This method may be used for personal air samples and for finals. Two field blanks must be submitted for each set of samples. In the unlikely event that there is to be any deviation from the standard test, you will be consulted by phone before the work begins. Those clients who have not had NIOSH 582 or AHERA asbestos training courses (either supervisor or project monitor) should consult with the lab director for more information. The test parameters are further explained in the analytical report.

Bulk materials: sampled are analyzed by the latest EPA Method: (#600/R-93/116) which uses polarized light microscopy (PLM). When asbestos is detected and the amount is estimated to be <10%, we automatically point count the samples. When there are interfering substances present, we may use ashing, acid washing or other procedures described in the method to handle the interference. Those clients who have not had AHERA asbestos training courses (either inspector, supervisor or project designer) should consult with the lab director for more information. The test parameters are further explained in the analytical report.

All Samples must be clearly labeled with source name and identification number or sufficient information from the client to make this sample uniquely identified. (We will then add our notebook #, page # (batch) and unique number within the batch.) Samples must be in a clean, air tight package such as a zip loc bag. Appropriate completed paperwork must accompany the sample. Bulk and air samples may not be submitted in the same package.

As soon as available bench top results will be faxed to you and reports will then be mailed. We will retain air samples for at least three months and bulk samples for 6 months unless you advise us otherwise.

You are welcome to visit the laboratory at any time to discuss the work, monitor the work or verify our testing services. We appreciate your business and encourage any feedback regarding improving our services or our quality system. Please take a minute to complete the following survey and mail/fax it to ChemScope, Inc.

Customer Service Survey

To help us improve our services give your opinions to the following:

- 1- The printed laboratory report was complete and easy to understand. YES NO
If no, please explain _____.
- 2- The turn around time for results met your expectations/needs. YES NO
If no, please explain _____.
- 3- How likely are you to recommend ChemScope Inc. to someone?
 Excellent Very Good Good Fair Poor
- 4- How likely are you to return to ChemScope in the future if the need arises?
 Excellent Very Good Good Fair Poor
5. On a scale of 1 to 5 where 1 represents "Satisfied" and 5 represents "Dissatisfied", how would you rate your level of overall satisfaction.
 1 2 3 4 5
- 6- Please add any additional comments or suggestions that would be helpful when you use our services:

Name _____

Company _____

Address _____

Telephone/e-mail _____

Can we contact you regarding this survey? YES NO