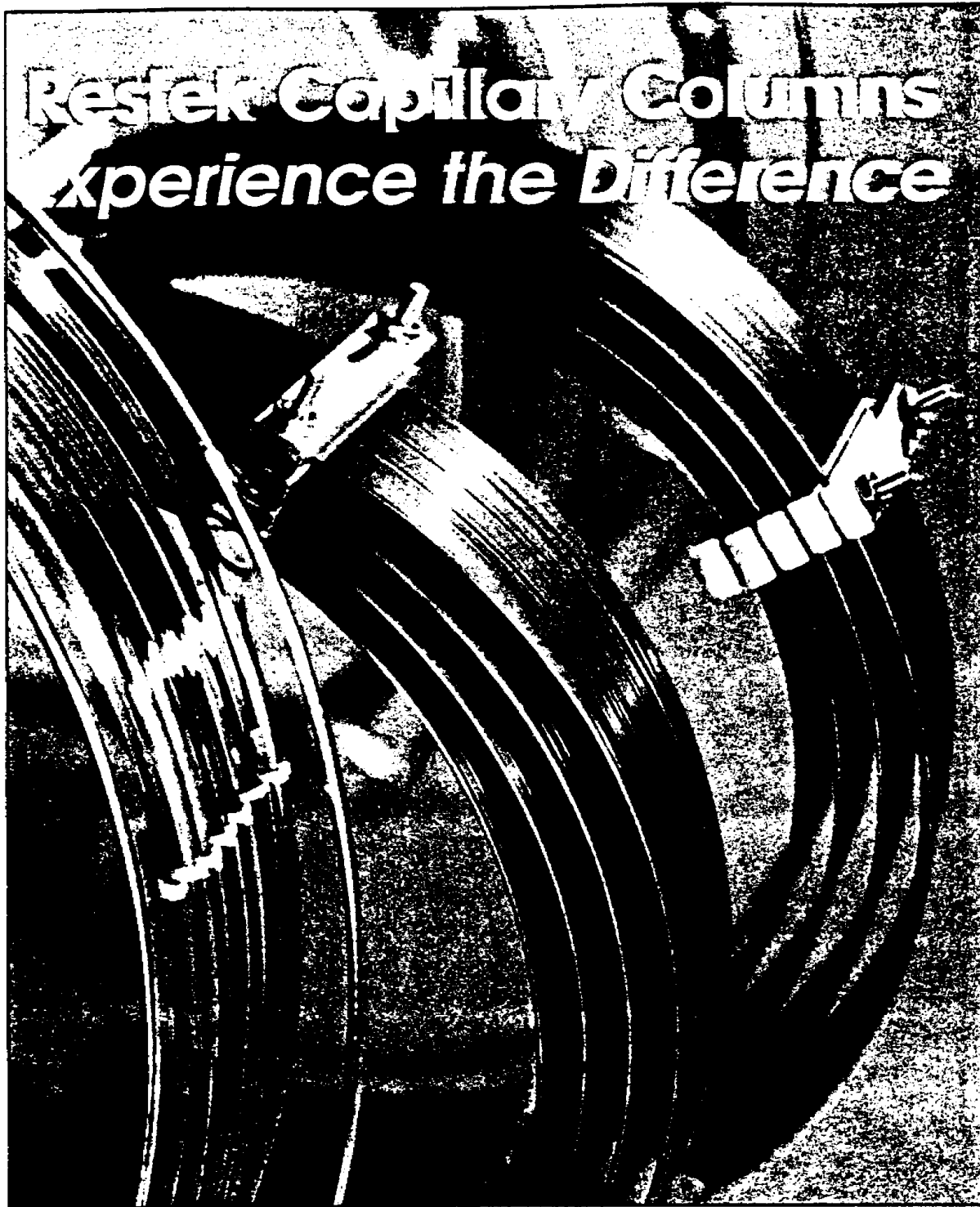


Restek Capillary Columns Experience the Difference



Our Promise to You

We've come a long way since that first column came out of the oven in 1985.

We're constantly striving to improve our manufacturing processes, column technology and customer service so that you receive the finest capillary columns on the market today.

Please call with your suggestions.

We promise to listen. That's what makes the Restek difference!

Restek Corporation has been committed to excellence in capillary chromatography for over ten years. Chromatographers world-wide have taken advantage of Restek's innovative approach to column manufacturing to improve analytical results and reliability.

What sets us apart from the competition?

Functional, environmentally safe packaging

The Restek difference is apparent before the column box is even opened. Instead of a logo or an advertisement on the top of the compact, recycleable cardboard column box, we've printed a useful Column Service Record. This allows the analyst to easily keep track of column installation and GC maintenance for troubleshooting purposes. By having the column history on-

hand for instant review, quicker decisions can be made and guesswork eliminated.

Protective Cage

Every Restek column is cushioned in a stainless steel frame by a high temperature string that absorbs shock. At no time does the fused silica tubing contact the metal supports of the column cage. Spontaneous breakage frequently occurs when fused silica is wound around or contacts metal posts. This is because the stainless steel thermally oxidises and becomes rough, thereby scratching the protective polyimide surface of a fused silica column. These scratches can occur slowly as a result of the GC oven fan vibrating, or suddenly if a column is dropped.

Restek's cage design prevents column breakage due to vibration and damage from rough handling. Just how strong is Restek's column cage? We don't know if the column in Figure was run

over by a truck or crushed beneath a heavy crate during shipping, but we do know it survived! The cage is badly bent and the box is severely deformed. However, the column wasn't broken or damaged in any way.

Quality Assurance You Can Count On

Column quality begins with the strength of the tubing itself. Restek's cage design allows the tubing to be processed before installing it in the cage, so the tubing strength can be constantly monitored. Most column manufacturers have an automated winding system that mechanically transfers the tubing onto the column cage. Restek uses a manual winding system that assures every meter of every column is checked. Our tubing vendors often say, "If our tubing is strong enough for Restek, it's strong enough for anybody."

Tubing strength is important but what's inside the column? Each of our in-house synthesized polymers is fully characterized to ensure long term reproducibility. Characterization testing includes RI, FTIR, Kovats Indices, % cross linking, efficiency, and a five day thermal bake-out to ensure column longevity. This ensures that the column you buy today will meet the specifications of the column you bought last week or last year.

The final column QA test is most important and therefore the most thorough. Every column manufactured at Restek is tested for general column performance, inertness, efficiency and bleed. Analysis specific test mixes insure the columns will perform for your application. The tight specifications set for every column give analysts confidence that Restek columns will perform under "real-world" run conditions.

Service After the Sale

We do not take technical support lightly. Restek has over 25 trained chromatographers on call to help take the guesswork out of gas chromatography. They can help choose the best products for an analysis or troubleshoot GC problems that you may encounter.

Restek's lot number tracking system allows instant access to the complete history of any column. This allows technical service to pinpoint factors that could affect a customer's results. If changes or improvements are made to a column, a "Product Alert" is issued to every customer who could be affected.

Longer Ordering and Shipping Hours

Even after other manufacturers and suppliers have gone home, we are here, ready to serve. Orders can be placed until 6p.m. EST and rush orders can be shipped until 530p.m. EST. This allows customers to order products until THEIR quitting time.

Restek Corporation



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Our inventory and production control group is constantly refining production schedules to meet demands. Our goal is to have products in stock and ready to ship when needed. In fact, over 98% of our products are shipped the same day. If products are not in stock, our production chemists work overtime to get them done as quickly as possible.

ISO 9001 REGISTERED