

## Frequently Asked Questions and User Issues

### How tight is tight? And when is it too tight?

A correctly crimped vial is neither over-crimped nor under-crimped. Over-crimping may cause coring or poor septum resealing, while under-crimping can cause evaporation problems.

With proper adjustment a tight seal can be achieved every time. In most cases, when the vial is crimped perfectly, the cap should not be able to rotate and the septum should appear smooth and level.

Note: The smaller vials and seals will normally have a more pronounced crown or dome effect when the seal is crimped when compared to the 20mm and larger sizes. An indication that the seal is over-crimped will be coring of the stopper or septa, or there may be indentations on the side of the seal or skirt. Another consideration when determining the tightness of a seal is the stopper or septa material. If the stopper or septa material is Teflon, it is likely that the seal can still be turned, even when it is over crimped.

There are many factors that will affect the seal crimp, such as length of the skirt, the thickness and rigidity of the stopper, the stopper or septa material. The type of lip or mouth on the vial. (For instance, flat vs. beveled). How well the components fit together, etc.

---

### The side of the cap is denting when it is crimped onto the vial

Are you using the right crimper for the seal being crimped? For example, a 20mm flip-off crimper will not work for a standard 20mm seal.

---