

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 column 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 5:30p.m. EST. This allows customers to order products until THEIR quitting time.



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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.

