



Dear Colleague,

It is my pleasure to announce some exciting changes coming soon to Restek's reference standards!

Based in large part on your feedback, we are making a number of improvements to our standards' packaging, labeling, and certificates. Please read on for the details.

What is NOT Changing?

Before I reveal how we are making the standards you rely on even better and easier to use, I first want to stress what is staying the same.

Our manufacturing processes, QC methods, ISO accreditations, CRM designations, ampuls, and the composition of the standards themselves are not changing in any way. You will still order the same item/catalog numbers and receive the same high-quality standards you have come to trust.

What we are upgrading is our packaging, labeling, and certificates of analysis to help improve your laboratory's safety and productivity while complying with regulations.

When Can You Expect These Changes?

These changes will begin rolling out in November 2022, and by the end of December 2022, all newly manufactured Restek standards will feature updated packaging, labeling, and certificates. We anticipate a period of transition through 2023 when you may receive a combination of existing and new product formats.

What is Changing?

We are eager to announce these improvements but especially wanted to give you advanced notice because some changes may require preparation.

Packaging

The first thing you will notice when you receive your first updated Restek standard is that our ampul storage tubes are much smaller. Their new, round design has been specially selected to perfectly fit a Restek ampul (and included deactivated vial) to help protect them from breaking—avoiding potential safety hazard and operational disruption.

The new compact footprint also takes up less space—you can fit *three* of our new storage tubes in the same space as one tube of the old design—and our new tubes are more environmentally friendly because they use less plastic.



What you may need to do to prepare: You may need to reconfigure your reference standard storage areas. The new ampul storage tubes have a much smaller footprint and are slightly taller. The new tubes are 0.7 inches in diameter and 4.4 inches tall.

Labeling — Ampul Storage Tube

Perhaps the most exciting change coming your way is that the ampul storage tube label will feature a QR code that links directly to the certificate of analysis for your specific standard and lot #. Whether you are looking to digitally archive your certificate or have lost the hard copy, this QR code will give you instant, easy access to your documentation any time, from anywhere. As always, your current and past certificates can also be accessed by visiting www.restek.com/documentation

Additionally, we have increased the size of the pictograms on our already GHS-compliant labels to better promote safety in your lab and to continue helping you meet OSHA, CLP, and other government requirements.



Labeling — Ampuls

The ampul label itself will now be removable so that it can be transferred to the included deactivated vial along with your standard. And rather than including a loose, duplicate label for your notebook that can be easily misplaced, a single, easy-tear design means that both vial and notebook labels stay attached to the ampul until you are ready to use them.

The new notebook label is larger and features "received" and "opened" write-in date areas. The new vial label is perfectly sized to allow you to see the contained volume in the vial as well as to fit it in your autosampler without trimming the label. And both labels feature full handling instructions to help you ensure the integrity and proper use of your standards before and after transfer.



Certificates of Analysis

We have worked closely with our independent ISO accreditation body representatives to streamline and simplify your documentation down to just the information you need to help avoid confusion and bolster your confidence in your reporting. Specifically, we are transitioning to a single "total expanded uncertainty" value as opposed to the three uncertainty values we provided historically. We also conducted extensive, real-time travel studies on our standards to improve the accuracy of the now-single uncertainty value.

What you may need to do to prepare: If you use uncertainty values in your reporting, you may need to update your SOPs due to the consolidation down to a single value.



In particular, for custom Restek reference standards, and again in collaboration with our ISO accreditors, we have retitled all three levels of available documentation so that each is clearly and accurately marked as a different type of "certificate of analysis." The definitions of each level have also been updated to clarify the differences. Our new levels of documentation for custom standards are: Certificate of Analysis – *Gravimetric*; Certificate of Analysis – *Chromatographic*; and Certificate of Analysis – *Chromatographic Plus*.

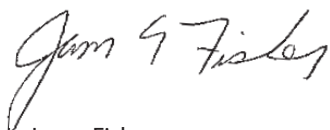
What you may need to do to prepare: If you have ordered or requested a quote for custom reference standards from Restek in the past, we invite you to reevaluate your requested documentation at www.restek.com/solutions after mid-November 2022. You may opt to select a different level for future orders depending on your requirements.

Why We Are Making These Changes

A key point of Restek's Quality Policy is striving for continual improvement. As proud as we are of the quality of our reference standards—as well as the personalized Plus 1 service and full suite of chromatography supplies and applications that we offer to support them—we are always looking for ways to improve your experience. I strongly believe that the changes outlined above will make your job easier in many ways, and I look forward to hearing your feedback after the rollout begins later this year.

If you have questions or feedback, please connect with me at jason.fisher@restek.com, or contact your local Restek representative at www.restek.com/contact-us

Thank you for partnering with Restek,



Jason Fisher
Sr. Product Manager, Reference Standards



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