



## **Trans Test** (9<sup>th</sup> February 2012)

As EOS look to continuously improve our oil analysis – TransTest – service, we would like to make you aware of several minor changes.

- 1) The terms of contract with our courier company requires that all oil samples collected as part of the service are transported in our specifically designed and enforced green sample crates. The crates have been designed in order to minimise the risk of breakage during carriage. Going forward, ALL oil sample collections must be made in one of our green sample crates.

You can request a sample crate by emailing [brundrettk@eosl.co.uk](mailto:brundrettk@eosl.co.uk) or contacting the office directly on 0845 602 1003.

- Each crate contains 12 bottles – our bottles have a specially designed seal to minimise any loss of integrity to the sample from sampling to analysis – specifically for Dissolved Gas Analysis.
  - Even if you are required to take just one sample, you should return the empty sample bottles along with the samples to ensure all bottles remain stable during carriage.
  - You can request as many crates as needed.
- 2) To ensure that we can arrange a same-day collection of your oil samples, there is a cut-off point of 12:30pm for contacting us. Any collection requests made after this cut-off time will be arranged on the following working day.
  - 3) Once you have contacted EOS to arrange collection of the oil samples – you will be advised of the collection date. If, for whatever reason, the samples are not collected on the specified date, please contact EOS on 0845 602 1003 at your

earliest convenience so that we can investigate the failed collection and re-arrange the collection of the samples as soon as possible.

You can arrange the collection of your samples by e-mailing [brundrettk@eosl.co.uk](mailto:brundrettk@eosl.co.uk) or contacting the office directly on 0845 602 1003

Complete the **sample label/submission form** included within your sample crate in full and include the **order number** in the space provided. A fully completed label must accompany **each** sample (do not forget the oil temperature). Include your email address if you wish to receive your results by email.

Do not over-fill bottles or over-tighten caps.

Once the samples have been taken we arrange collection by contacting the office, please give the collection address and any special requirements. You will also need to provide the following:

- Contact Name.
- Contact Number.
- Contact Email Address.

Once the collection has been processed, you will receive a confirmation email straight from the courier advising the consignment number and collection documentation. Please print off the documentation and attach them to the crates ready to be collected.

TransTest update – 09/02/12