

# MICHIGAN DEPT. OF ENVIRONMENTAL QUALITY

RECOGNIZES VALUE IN ACCURACY & CUSTOMER SERVICE

*“ I’d estimate that this one incident of receiving out-of-spec calibration gas cost us in excess of \$10,000. If that’s not a case for reliable accuracy, I don’t know what is.”*



**“ An independent auditor discovered that a CEM at a remote site was not measuring accurately.**

The operator of that instrument thought it was working fine, but the investigation showed that the gases, which we had purchased from a supplier other than Scott and used to calibrate that monitor, proved to be out-of-spec. The two cylinders in question contained mixtures that were very much different than what was stated on the certificates. When notified of this error, the supplier stated the problem had been corrected and sent replacement gases. However, when the replacement cylinders were checked, we found that they too were significantly out-of-spec.

Switching to Scott’s gases has resulted in correct instrument calibration every time, with no unnecessary downtime or cost associated with out-of-spec gas mixtures. More importantly, since our test results are used to gauge

whether or not a geographic region is in compliance with the Clean Air Act, if our measurements are wrong, it could result in costly unnecessary fines for the area.

I also see value in areas apart from accuracy. Scott’s customer service provides us with fast answers to our questions, as well as effective solutions to any issues that may occur. In addition, SCOTTY® Transportables are convenient for field work because they make it easy for our technicians to take them into the field and eliminate the need to outfit trucks with full size cylinders. ”

This testimonial reflects factual personal experience and opinion, however it does not in any way constitute an endorsement of Scott Specialty Gases by the Michigan Department of Environmental Quality.

■ Michigan Department  
of Environmental Quality  
Air Quality Division  
Lansing, Michigan

**Application:** Air Quality Monitoring  
**Scott Products:** RATA Class™ NO, CO, SO<sub>2</sub> CEM calibration gases, custom 9-component mixtures, Reference Class™ O<sub>2</sub> and CH<sub>4</sub> standards, SCOTTY Transportables