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Dear Customer,

COM 37/15 Pesticide Analysis - Wakefield

I regret to inform you that we have had some continuing instrumental issues which have impacted our ability to deliver the pesticide methods. This has happened at a time when we are still receiving very high sample numbers for these methods.

Due to these two ongoing issues, there will still be some delays of over a week in turnaround and the reporting of the results for the WPC43 Polar Pests, WPC45 Acid Herbs and WPC46 Extra Pest and WPC53 Acrylamide samples and we currently expect this to last until mid-January 2016.

We are working closely with our service support to resolve the instrument issues and anticipate that sample numbers will reduce to and remain at expected levels in the New Year and the delay into January will be to process through Decembers outstanding samples

We sincerely apologise for this issue. ALS is committed to delivering a high quality service and we are working to resolve the issue as quickly as possible. If you have any further queries, please do not hesitate to contact your Customer Services Coordinator on 024 7642 1213

Yours sincerely

Lauren Ellis BSc MRSC

Wakefield Operations Manager



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