

Dear Valued Customer,

Hach Company continually strives to maintain and improve the quality and performance of all our products. It has been determined that a small percentage of StablCal® sealed vials have a packaging compatibility issue that may cause turbidity values to change during the shipping process to values that are slightly outside their respective specifications (5%). In accordance with Hach's values regarding product quality, this issue has led us to provide an alternative solution. All StablCal sealed vials have temporarily been replaced with 500 mL bottles of prepared StablCal standard, which have demonstrated continued product stability.

Hach Company is committed to addressing and resolving the cause of this inconvenience. Once the issue has been resolved, a replacement set of new StablCal in vials will be made available at no charge, with free shipping.

Alternative Solution using StablCal in 500 mL bottles

An alternative test method is being provided that will produce a stable turbidity standard. The provided alternative includes 500 mL bottles of StablCal standard, empty vials and caps.

1. Wash the vial and cap with a liquid detergent and water. Liquinox® or equivalent is recommended. (Household liquid detergents or powdered lab detergents are OK).
2. Immediately follow with at least 10 rinses with distilled or deionized water.
3. (Do not perform this step for the <0.1 NTU solution) Gently invert the bottle a minimum of 20 times to completely mix the standard.
4. Immediately rinse the vial and cap 2 times with the StablCal standard provided in the 500 mL bottle.
5. Fill the vial to the index band with the StablCal and immediately cap the vial.
6. Wipe the outside of the vial until it is dry.
7. Label vial (on the white index band) with NTU value from the bottle.
8. Repeat for all NTU values.
9. Store out of direct sunlight and, optimally, between 20-25° C.

Do not dilute any of the bottled standards. Do not allow the inside of the vial to become dry after it has been cleaned. Cap vials immediately after cleaning. If a vial is prepared as instructed above, the StablCal standard will remain stable for at least one year.

We thank you for your understanding in this manner. If you have additional questions, call our Customer Service team at 1-800-227-4224, press #, and dial extension 6100, or contact your local distributor.

With Kindest Regards,

Hach Company

