

coastalinstruments

MASS FLOW CONTROLLER SPECIALISTS

SINCE 1980

July 29, 2011

Dear Valued Customer:

On Tuesday, July 26, 2011 we suffered structural damage to our North Carolina calibration lab as a result of a fire. We had one very minor burn injury to an employee. The primary damage was to the building itself. Much of our equipment was undamaged and is still serviceable. As we are accredited to ANSI/ISO/IEC 17025:2005 by the American Association for Laboratory Accreditation (A₂LA) we are required to report this incident to A₂LA, and comply with any requirements which they establish prior to resuming any accredited calibration work.

We have requested that A₂LA reclassify us as "inactive" for the short period of time required to establish a temporary lab, and to meet the requirements for reactivation.

We are working diligently to establish a temporary calibration lab which meets all the requirements of the standard. Additionally we are working to get our Metrology department back online as quickly as possible, so we can do the required calibration checks of our own equipment, and be ready to resume normal operations as soon as the temporary facility is online.

If you require a copy of the A₂LA policy on Organization Relocation (P105) or a copy of the letter from A₂LA indicating our accreditation status and the requirements for reactivation, please do not hesitate to contact me personally, and I will be happy to provide you with this information.

Coastal Instruments has enjoyed a 30+ year history of providing uninterrupted calibration services to our customers. Along with the highest levels of quality, technical competence, and integrity, we have always put customers satisfaction as one of our highest priorities. I personally assure you that the entire Coastal team is working diligently and tirelessly to resume operations at or above the levels of service we have provided in the past. If you have any questions, do not hesitate to contact us for assistance.

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