

# September 2015

## PPM Technology to exhibit at Eco Expo Asia & The Big 5 Dubai

PPM Technology are happy to announce that we will be exhibiting our PPMonitor IAQ range at Eco Expo Asia, Hong Kong 28<sup>th</sup>–31<sup>st</sup> October 2015 and at The Big 5, Dubai 21<sup>st</sup>–24<sup>th</sup> November 2015.

We will exhibit our latest IAQ products, and we will hold a demonstration for interested delegates. It is hoped the exhibition will be an opportunity for PPM to find new clients and generate interest in our instruments.



*Our stand at Eco Expo Asia, Hong Kong, 2010*

Please do drop by our stand if you will be attending.

## Cloud options for PPMonitor, We want your feedback!!!

Over the past few months we've been working on a cloud platform for the PPMonitor software. That is an on-line database with a website that collects data from a copy of the PPMonitor allowing the user to view data from the PPMonitor and create simple reports. Having developed and tested a system we are now ready to roll out the cloud to our customers. As such, we would like to find out how many of our customers would be interested in the cloud computing. The more customers sign up to using the cloud the less we have to charge each customer for it's use. Please get in touch with us if you would be interested in this service, your feedback would be much appreciated. Examples of set up instructions/ links are available on request.

## Customer Satisfaction Survey 2015 Results

A big **THANK YOU** to all customers who completed this year's Customer Satisfaction Survey. The information we receive is of great importance and is constructive to improving our service. The feedback we received this year has been positive with most customers extremely happy with our service and very interested in our new product range. A few customers requested we extend our sensor range to monitor other target gases. If you have a specific sensor suggestion, please e mail [technical@ppm-technology.com](mailto:technical@ppm-technology.com) and we will look into incorporating the sensor into our range of products.

If you have any relevant stories, including any recent or upcoming exhibitions, application stories or customer testimonials that you want to be included in the next newsletter please feel free to contact us:

## Further developments for the Touch Screen IAQ Profile Monitor

PPM Technology's latest IAQ now has even more features.

Push notifications and e-mail alerts may be set up. This is particularly useful when the instrument detects an overexposure to a toxic gas/compound.



## Changes to EU Biocidal Products Regulations with effect from 1<sup>st</sup> September 2015

The HSE has announced important regulatory changes to take place to the EU Biocidal Products Regulations – Continual Supply of Foramlin / Formaldehyde. From 1<sup>st</sup> September 2015, only suppliers of disinfectants within scope of Biocidal Products Regulations, who are registered on an approved list of suppliers will be allowed to market and supply them in the EU. The HSE advises users to make their disinfectant suppliers aware of the minimum deadline for supplier registration.

## Recent visits to PPM Technology HQ from Isocom Technology Pte Ltd & Hinds International

We have had recent visits from two of our very well respected distributors. Mr Richard Tey (Director of Isocom Technology, Singapore) visited at the end of May and Dr Ken Wai (Director of Hinds International, Hong Kong) visited at the end of June. Both visits were successful in strengthening our long-established working relationships.



## Warranty Certificates – April 2015 onwards

Any instrument purchased after April 2015 will now have to be registered online to activate the one year warranty. The web address and instructions how to do so will be supplied with every new instrument. To date the number of people who have registered is lower than expected. You must register your instrument to activate the warranty.

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## Returning Service & Calibration / Repair Instruments

Before returning any instruments back for servicing and/or repairing, it is important to get in touch first at [info@ppm-technology.com](mailto:info@ppm-technology.com) or [repairs@ppm-technology.com](mailto:repairs@ppm-technology.com) for a returns number (RMA) and instructions on the returns procedure. The returns procedure includes the completing of a returns cover sheet which is available on our website and providing a valid purchase order number with contact details.

Any instruments sent back to PPM without a completed Returns Cover Sheet and Purchase Order will not be processed.

## Returning Instruments from outside the EU

The procedure for returning goods from outside the EU has now changed. PPM Technology Ltd no longer use SIPR or IPR. Please ensure that you remove any instructions referring to SIPR or IPR from all documentation before returning your instrument for service & calibration.

Please make sure that on the commercial invoice you declare that the instrument(s) are coming back to PPM Technology Ltd for repair and have no commercial value. The total on the commercial invoice should be no more than £10.00. If the total is more than £10.00 then we will be unable to clear the shipment as low value. If this occurs then it is likely that PPM Technology Ltd will be charged extra to clear the shipment and additional charges will be billed back to the sender. A template is now included with the Returns Cover Sheet. Before dispatching your instrument(s) back to PPM Technology please send a copy of the commercial invoice to [info@ppm-technology.com](mailto:info@ppm-technology.com) so that we can check it first.

## Price Increases – January 2016

We are currently in the process of updating our price list for the year 2016. As of January 2016 there will be a slight price increase for PPM Technology Ltd accessories and repairs/servicing. PPM Technology will honor the current price for any order placed before the 1st January 2016. We will however be freezing prices on Formaldemter *htV* and *htV-m* kits.

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[info@ppm-technology.com](mailto:info@ppm-technology.com)

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PPM Technology Ltd  
Unit 34-35 \* Cibyn Industrial Estate  
Caernarfon \* LL55 2BD \* Wales / UK

Tel: +44 (0)1286 676 999  
Fax: +44 (0)1286 671 811

[sales@ppm-technology.com](mailto:sales@ppm-technology.com)

