



Frequently Asked Questions

(TRI Loaned Equipment)

When running my oil mist and particulate (filter) test I cannot obtain the recommended pressure, what should I do?

Several options are available -

- A. If you cannot obtain at least 9 psi when running your oil mist and particulate (filter) test, run the test proportionately longer.

Example. If you can only get 5 psi on the TRI sampler gauge instead of 10 psi then run the sample twice as long.
- B. If the pressure is less than 5 psi change out the orifice plate to the next smaller size and start the test again.
- C. If the pressure is greater than 12 psi and less than 25 psi run the test for the normal time.
- D. If the pressure is greater than 25 psi change out the orifice plate to the next larger size and start the test again.



Sampling Equipment Opened to show Orifice Plate

Based on the orifice plate used, the amount of time you sampled, and the psi reading from the sampler gauge, TRI calculates an air volume. The NFPA 1989 Standard on Breathing Air Quality for Fire and Emergency Services requires at least 500 liters of air to pass through the filter.



Air Transfer Fitting with straight needles



Completed Assembly with Bottle inserted into Air Transfer Fitting

The needles in my air transfer fitting are bent or broken, what should I do?

If your needles are slightly bent you can gently straighten them with a pair of clean needle-nose pliers. If they are severely bent or broken you must contact TRI at (800) 880-8378 to request a new air transfer fitting. Needles become bent or broken if you twist the sample bottle when removing it from the air transfer fitting. Make sure

you push the sample bottle straight down on the air transfer fitting and remove it after sampling by pulling straight up. Please return the broken air transfer fitting to TRI. There is no charge for equipment damaged during normal testing, but missing or lost equipment is charged.



Where are my sample bottles?

Your sample bottles are located on the right side of your kit in a protective foam holder. The foam is the same color as the foam holding the sampling equipment. You should see a rectangle cutout of foam on the right side. Pull this foam area up and you should see your sample bottles.

Bottles in Protective Foam

TRI called and told me I had an inadequate exchange of air in my sample bottle, what does this mean?

TRI's sample bottles are filled with argon gas before they are shipped to you. If the sample arrives back at our lab and the analysis results show that the sum of the oxygen and nitrogen does not add up to an acceptable level, we know you did not get a good exchange of air in your sample bottle and you must resample. An inadequate exchange of air could be caused by a clogged air transfer fitting. You will need a new air transfer fitting and another sample bottle.

I forgot to use my white sampling cap and the rubber stopper (septa) in my sample bottle came out, what should I do?

If the rubber stopper (septa) has been removed you must call TRI at (800) 880- 8378 and request another sample bottle.



TRI called and told me I left my white sampling cap on the bottle, what does this mean?

Your white sampling cap is used only when capturing a sample of your breathing air. You must **remove** the white sampling cap and place the black shipping cap back on the bottle before you return your sample to TRI for testing. If you return your sample with a white sampling cap on the bottle it will not be analyzed. Without a black shipping cap the sample could slowly leak and allow ambient air to mix with your air.



TRI called and told me my filter was received damaged. How could this happen?

There are at least two reasons that filter pads are damaged during sampling.

- One way is if the compressed air supply is turned off abruptly and the pressure drop caused by this action within the TRI equipment pulls the filter pad off of the support screen.
- Another way is if the compressed air supply is opened abruptly and a large blast of air impacts the filter pad.

Use caution when opening or closing your compressed air supply valve by doing it slowly. If the filter pad is damaged TRI will let you know if you need to resample.

Why do my sample bottles have little black specs inside? Will this contaminate my sample?

The black flaky substance you are seeing are small particles of the rubber stopper (septa) in the bottle. There is no need to be alarmed. The septa is a temporary seal to hold in your air sample and is processed with very stringent requirements to ensure that it will not affect your sample results.

Why do you need the time of day the sample was collected on the datasheet?

If you record the sampling time on your datasheet and forget to record the location you sampled you could determine which sample location you sampled first or last. This could help to determine which result goes to which location or which air source is out of specification. If mistakes were made during sampling, the time the samples were collected may help in sorting out the mix-up.

On the top right hand side of my datasheet there is a blank requesting me to fill out a report number. What is my report number?

This portion of the datasheet is for TRI use only. Your datasheet will not be assigned a report number until your sample is received at TRI for analysis. Please disregard this blank.

What address should I use when returning my samples to TRI for testing?

Return your samples to:
TRI Air Testing, Inc.
Attn: Sample Receiving
1607 N. Cuernavaca Dr. Suite 500
Austin, TX 78733

My invoice says in red letters “DO NOT PAY, PRE-PAYMENT RECEIVED,” what does this mean?

This means your air sampling has already been paid and TRI has subtracted the amount of this test from your prepaid account balance. If you have any questions, please call Susan Butler at (800) 880-8378.

What address should I use when sending a payment?

Return your payment to our Corporate Address:
TRI Air Testing, Inc.
Attn: Accounting
9063 Bee Caves Road
Austin, TX 78733

For additional support information please visit our website at www.airtesting.com. If you are calling after normal business hours call (800) 880-8378 ext 159 for technical assistance.