HARBEC Inc
Ontario, NY

Cleanroom
Certification Report

PREPARED FOR

369 Route 104
Ontario, NY 14519-8999

Paul Scheible
Engineering Manager

Main Cleanroom
Gown Room

Room Design Classification
ISO Class 8 @ 0.5 Microns
Test Mode: At Rest and Operational

Test Date
August 21st 2013

Tests Performed By

R. **KRAFT**, Inc.
129 Shorecliff Dr.
Rochester, NY 14612
(585) 621-6946

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SUMMARY

R. **KRAFT**, Inc. was retained to perform certification of this new constructed softwall facility at the above address. An “As Built” certification was not performed because the softwall area was built around an existing piece of equipment. Certification of the “At Rest” and “Operational” modes was done consecutively on the same day. In an effort to minimize airborne particulate the HEPA filter integrity test was done after all other testing for both modes of testing.

The following information provided is indicative of the quality of the facility design, construction and performance as of the time and dates of each test procedure. R. **KRAFT**, Inc. makes no warranties concerning the continued safety, performance or operation of this facility past this time.

All instrument documentation of instruments utilized in the following tests is on file at our office.
All Instruments utilized are calibrated within the last 12 months and are NIST traceable

Tests Performed:

1. Air Velocity
2. HEPA Filter Integrity Test
3. Temperature and Relative Humidity Measurements
4. Room Pressurization
5. Particle Count

Temperature and Relative Humidity Readings are taken at the same location and elevation as the particle counts, when performed in accordance to purchase order.

DEFINITIONS

Unidirectional airflow: Airflow having generally parallel streamlines, operating in a single direction, and with uniform velocity over its cross section; previously referred to as “Laminar” airflow. This is usually found in a raised floor application.

Non-Unidirectional air flow: Airflow which does not meet the definition of unidirectional air flow; previously referred to as “turbulent” or non-laminar airflow. This is found with side wall returns.

AS-BUILT: A cleanroom that is complete and ready for operation, with all services connected and functional, but without equipment or operating personnel in the facility

AT-REST: A cleanroom that is complete with all services functioning and with equipment installed and operable or operating, but without operating personnel in the facility.

OPERATIONAL: A cleanroom in normal operation, with all services functioning and with equipment and personnel, if applicable present and performing their normal work functions in the facility.

CFM: Cubic Feet per Minute **FPM:** Feet per Minute

Wg: Inches of Water **TEMP:** In Fahrenheit **RH** in Percentage

Industry Recommendations

Recommended Air Changes/Hr.*

Cleanliness Class		Recommended Air Changes/Hr
100K	ISO 8	5-48
10K	ISO 7	60-90
1K	ISO 6	150-240
100	ISO 5	240-480
10	ISO 4	300-540

* (n.d.) CRW News Update: Air Flow Rates. *Clean Room West Inc.* Retrieved January 28th 2005, from http://www.cleanroomswest.com/news_air_velocity.asp

* (n.d.) FS209E and ISO Cleanroom Standards. *Terra Universal.Com Critical Environmental Solutions.* Retrieved 11/15/2012, from http://www.terrauniversal.com/cleanrooms/iso-classification-cleanroom-standards.php

Cleanroom Classifications Per ISO 14644-1

Design Class High Limits:

0.5 Microns			5.0 Microns	
Fed Std 209e	ISO 14644-1		Fed Std 209e	ISO 14644-1
1	35	ISO 3	0	0
10	352	ISO 4	0	0
100	3,520	ISO 5	0	29
1,000	35,200	ISO 6	7	293
10,000	352,000	ISO 7	70	2,930
100,000	3,520,000	ISO 8	700	29,300
N/A	35,200,000	ISO 9	N/A	293.000

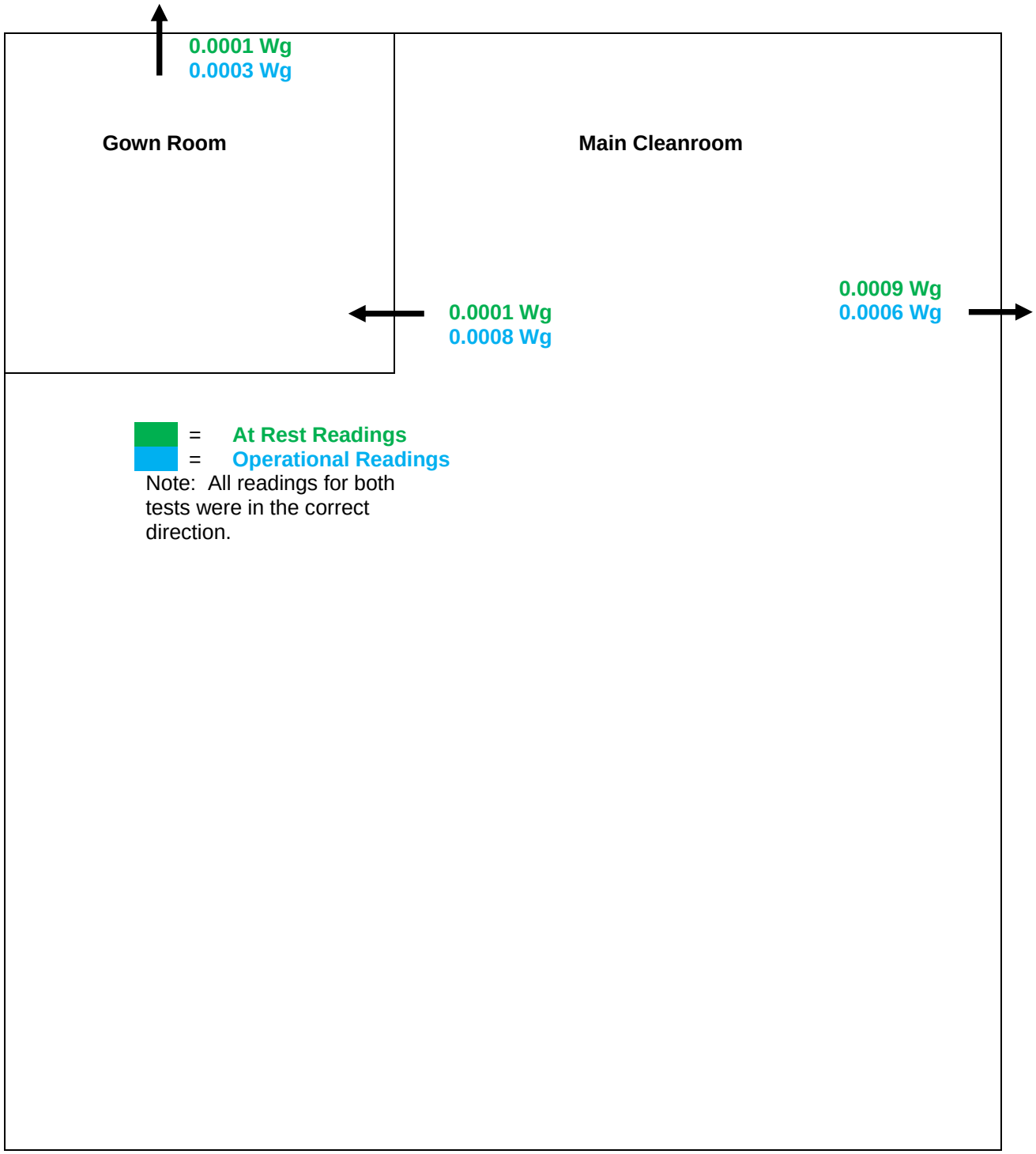
Pressurization

ISO 14644-4 – Sub Section A 5.3 Room Pressurization
"The pressure differential between adjacent cleanrooms or clean zones of different cleanliness level should lie in the range of 5 Pa to 20 Pa, to allow doors to be opened and to avoid unintended cross-flows due to turbulence"

IEST 6.3 – Sub section 6.4 Room Pressurization
"As a general rule, a difference in pressure of 12 Pa or .05 in Water Column (Wg) between a cleanroom and an external environment is sufficient to prevent unwanted migration of airborne particles. A positive pressure differential of at least 5 Pa (.02 in Water Column (Wg) should be maintained between a space of more critical air cleanliness requirements and any adjacent space."

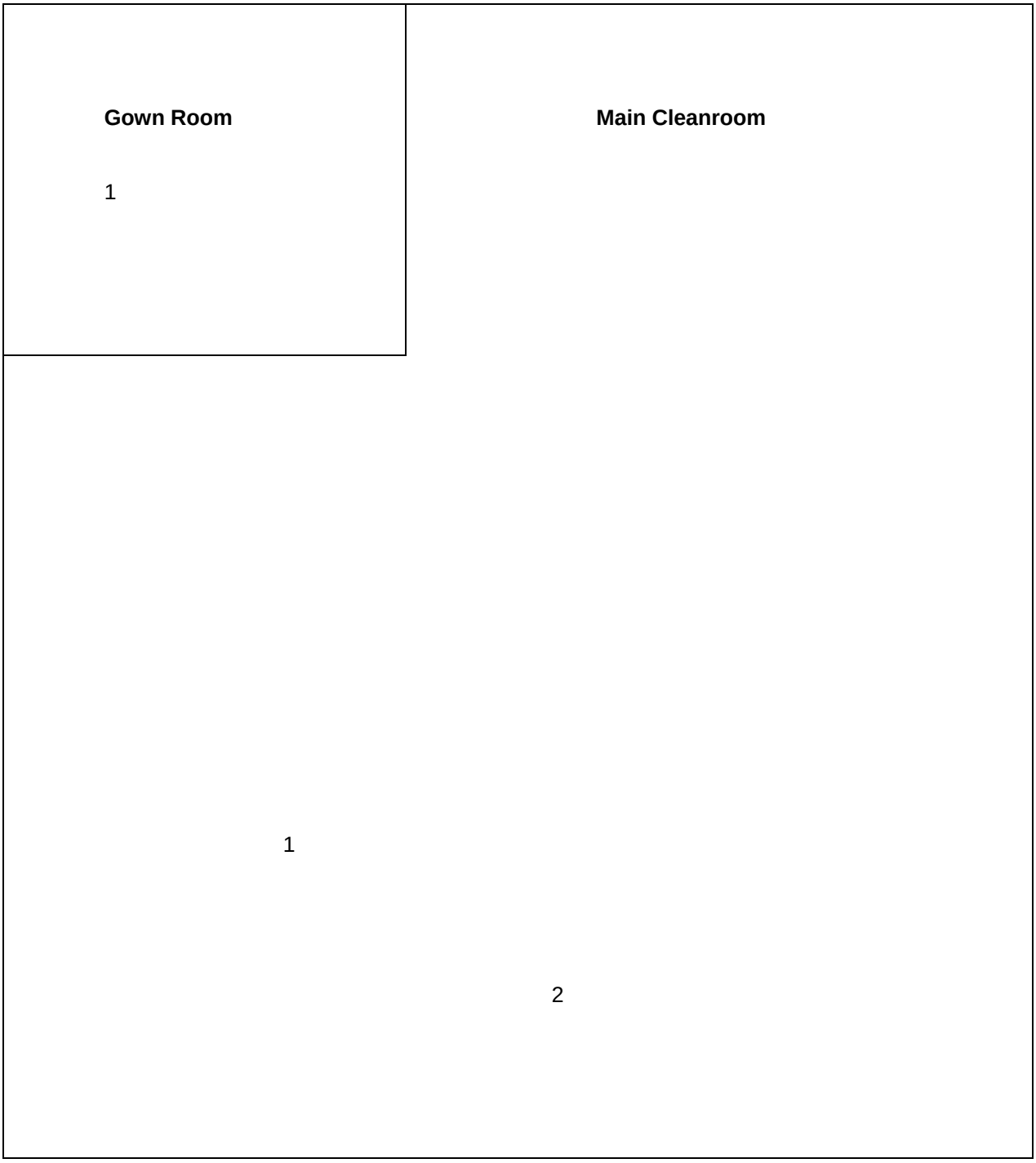
Conversion between Pascal and Inches of Water Column		
Pascal (Pa)	Inches of Water Column (Wg)	Comments
2.49	0.01	
4.98	**0.02**	**Between Spaces**
7.47	0.03	
9.96	0.04	
12.45	**0.05**	**Between Cleanroom and ambient**

PRESSURIZATION GRID MAP



VELOCITY & UNIFORMITY TEST GRID MAP

See worksheet CR2 for details



HEPA FILTER CHALLENGE

PROCEDURE:

Each HEPA filter is scanned with an Aerosol Photometer by holding the probe not more than 1” away from the filter face. The probe is passed in slightly overlapping strokes across the filter face so that the entire face of the filter is scanned. Separate passes are made around the periphery of the filter, along the gasket seal, between the filter frame and housing, through which leakage might by-pass the filter media. The traverse rate shall be at a speed sufficient to insure accurate determination of the existence of a leak, but not more than a rate of 10 Linear feet per minute (LFPM).

Challenge Concentration/Filter: ~10ug/L (micrograms per liter)

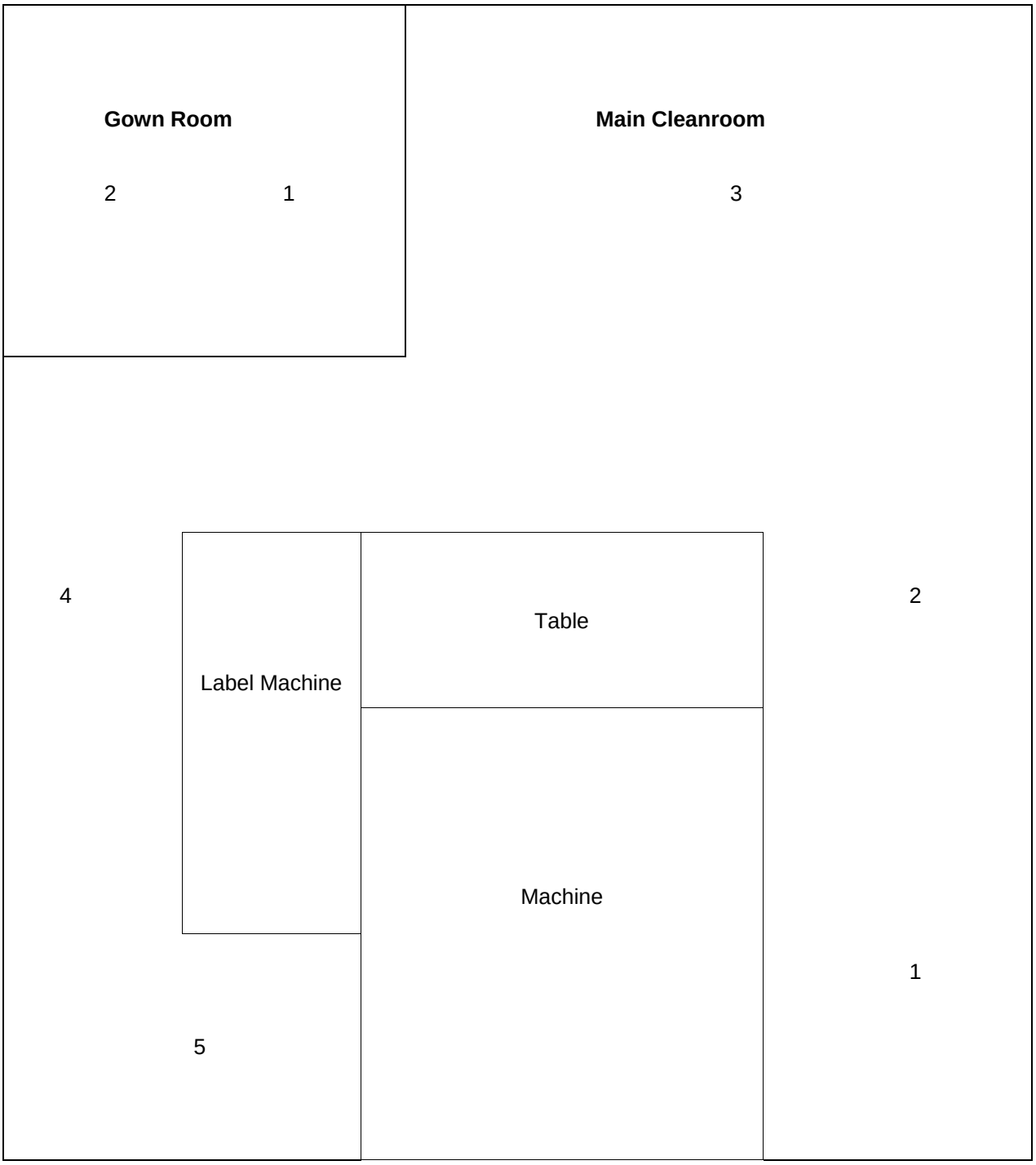
Scan Rate: 10 Linear Feet per Minute (LFPM)

Any point that reveals a penetration of 0.01% of the upstream level or greater is considered a leak.

TEST RESULTS: Leakage did not exceed 0.01% of the upstream challenge

PARTICLE COUNT LOCATION GRID MAP

Test Elev: 42.5” Above floor level / Test at 0.5 Mircon
See following sheet (CR 3) for each location’s performance.



INSTRUMENT CALIBRATION DATA

Test	Equipment	Serial Number	Next Calibration Date
Air Velocity	Shortridge ADM 870	MO5855	10/26/2013
Room Pressurization	Shortridge ADM 870	MO5855	10/26/2013
Filter Integrity Test	ATI Digital Aerosol Photometer	16502	2/14/2014
Particle Count for room compliance	Climet CI 500 EC	056735	6/6/2014
Temperature & Humidity	Extech EA 20	80113523	11/2/13

All certificates of calibration for above instruments are on file at our office.

All instruments utilized were calibrated within the last 12 months, **traceable to NIST**.

Calibration Certificates of instruments utilized are on file in our office

All data pertaining to testing procedures are on file in our office.

All calibration documentation procedures pertaining to instruments utilized are on file at the respective manufacturer's sites.

End of Report

DATA PACKAGE

Air Velocity Worksheet (CR 2)

AIR VELOCITY READINGS

Client: Harbec Inc
Rm Loc: Ontario, NY

Test Date: 8/21/2013
Last Test N/A (New)

Instrument Utilized: Shortridge ADM With: **Vel Grid (X)** Hood ( )
Shortridge operators manual -page 40 - section 6.5 (ADM 870 07/20/04)
"Each reading represents 16 velocity points over a 14 x 14" Area (1.36 SF)"
Air Velocity reading taken at 6" below filter face with velgrid

Calculations for Figuring Filter Free Area if Velgrid is used.

Measured Up ststream Challenge at .3 Micron:
High Limit on Filter Scan: N/A

Filter Size & Free Area Calculations:

Size	Width	Length	# Panels	Total Sq In	Free Area (Sq Ft)	Mfg	Readings	CFM Rated
2 X 4	22.00	46.00	1	1012.0	7.03	Unknown	3	Unknown

Main Cleanroom - At Rest

Filter Number	FPM Reading 1	FPM Reading 2	FPM Reading 3	FPM Reading Av	Filter Free Area	Filter Total CFM	Filter S/N	Filter Scan @ 0.3: Filter	Filter Scan @ 0.3: Peripheral	Notes
1	93	108	100	100	7.03	705.12	Refer to Customers Grid Map			Due to testing the At Rest Mode and Operational Mode consectively on the same day, the filters were scanned once at the end to avoid any contamination of the space.
2	117	102	95	105	7.03	735.57				

Rm Sq Ft	Height	Cu Ft	Av FPM	103	Total CFM	1441
167.0	8.0	1336.0				

Average Air Volume	720.35	**CFM**
Total Room Supply Air Volume in Cubic Feet per Min	1440.69	**CFM**
Total Room Supply Volume in Cubic Feet Per Hour	86441.67	**CFH**
Total Room Volume in Square Feet	167.0	**SF**
Total Room Volume in Cubic Feet	1336.0	**Cu Ft**
Total Air Changes per Hour	**64.70**	**AC/Hr**

Gown Room - At Rest

Filter Number	FPM Reading 1	FPM Reading 2	FPM Reading 3	FPM Reading Av	Filter Free Area	Filter Total CFM	Filter S/N	Filter Scan @ 0.3: Filter	Filter Scan @ 0.3: Peripheral	Notes
1	106	131	97	111	7.03	782.43	Refer to Customers Grid Map			Due to testing the At Rest Mode and Operational Mode consectively on the same day, the filters were scanned once at the end to avoid any contamination of the space.

Rm Sq Ft	Height	Cu Ft	Av FPM	111	Total CFM	782
25.0	8.0	200.0				

Average Air Volume	782.43	**CFM**
Total Room Supply Air Volume in Cubic Feet per Min	782.43	**CFM**
Total Room Supply Volume in Cubic Feet Per Hour	46945.56	**CFH**
Total Room Volume in Square Feet	25.0	**SF**
Total Room Volume in Cubic Feet	200.0	**Cu Ft**
Total Air Changes per Hour	**234.73**	**AC/Hr**

Main Cleanroom - Operational

Filter Number	FPM Reading 1	FPM Reading 2	FPM Reading 3	FPM Reading Av	Filter Free Area	Filter Total CFM	Filter S/N	Filter Scan @ 0.3: Filter	Filter Scan @ 0.3: Peripheral	Notes
1	89	97	91	92	7.03	648.90	Refer to Customers Grid Map			HEPA filter integrity test done with DOP, not ambient challenge, see report for detail on page 7.
2	119	99	106	108	7.03	759.00				

Rm Sq Ft	Height	Cu Ft	Av FPM	92	Total CFM	1408
167.0	8.0	1336.0				

Average Air Volume	703.95	**CFM**
Total Room Supply Air Volume in Cubic Feet per Min	1407.90	**CFM**
Total Room Supply Volume in Cubic Feet Per Hour	84473.89	**CFH**
Total Room Volume in Square Feet	167.0	**SF**
Total Room Volume in Cubic Feet	1336.0	**Cu Ft**
Total Air Changes per Hour	**63.23**	**AC/Hr**

Gown Room - Operational

Filter Number	FPM Reading 1	FPM Reading 2	FPM Reading 3	FPM Reading Av	Filter Free Area	Filter Total CFM	Filter S/N	Filter Scan @ 0.3: Filter	Filter Scan @ 0.3: Peripheral	Notes
1	116	100	96	104	7.03	730.89	Refer to Customers Grid Map			HEPA filter integrity test done with DOP, not ambient challenge, see report for detail on page 7.

Rm Sq Ft	Height	Cu Ft	Av FPM		Total CFM
25.0	8.0	200.0		104	731

Average Air Volume	730.89	**CFM**
Total Room Supply Air Volume in Cubic Feet per Min	730.89	**CFM**
Total Room Supply Volume in Cubic Feet Per Hour	43853.33	**CFH**
Total Room Volume in Square Feet	25.0	**SF**
Total Room Volume in Cubic Feet	200.0	**Cu Ft**
Total Air Changes per Hour	**219.27**	**AC / Hr**

End Of Report

DATA PACKAGE

Particle Count, Temperature,
Relative Humidity,
Worksheet (CR 3)

Particle Count Work Sheet

Client:	Harbec Inc	Test Date	8/21/2013
Rm Loc:	Ontario, NY	Last Tested:	N/A (New)
Design Class	As Indicated in each Data Set		
Test Doc:	ISO 14644-1-1999-05-01 Cleanliness Classifications	Test Time	08:00 - 11:30
	IEST RP-CC006.3 Testing of cleanrooms	Test Elev	42.5" AFF
		Test Mode	As Indicated
		Temp	ºF
Micron Size for Compliance	**0.5**	Rel. Hum.	%
Micron Size for Alert Level	5	Pressure	Wg

ROOM CLASSIFICATION HIGH LIMITS

At 0.5 Microns Cu Ft FED STD	At 0.5 Microns Cu M ISO	**ISO Class**	At 5.0 Microns Cu Ft FED STD	At 5.0 Microns Cu M ISO
1	35	3	0	0
10	352	4	0	0
100	3,520	5	0	29
1,000	35,200	6	7	293
10,000	352,000	7	70	2,930
100,000	3,520,000	8	700	29,300
N/A	35,200,000	9	N/A	293,000

UCL FACTORS:

# Loc	2	3	4	5	6	7	8	9	≥10
FS 209e	6.31	2.92	2.35	2.13	2.02	1.94	1.90	1.86	N/A
ISO	6.3	2.9	2.4	2.1	2.0	1.9	1.9	1.9	N/A

Testing was done in the indicated mode of operation for the specified room(s) listed below at 0 .5 microns with a particle counter have a flow rate of One (1) CFM/28.3 Liters for a period of One (1) minute per sample - per location

A Zero count was performed on the particle counter, hose and isokentic probe before any testing.

Determining of the number of sample locations required for particle counting.
Square Root of the Square Meters of room being tested

NOTE: INTERPRETATION OF PARTICLE COUNT RESULTS PER ISO 14644-1.1999.05.01Section B.6.
B.6.1: "The clean zone is deemed to have meant the specified air cleanliness classification, if the averages of the particle concentrations **measured at each of the locations do not exceed the concentration limits."**

Temp - RH - Sound - Light readings are done at the same location and elevation as the particle count.

PARTICLE COUNTING STANDARD DEVIATION WORKSHEET

Main Cleanroom - At Rest

Square Feet	Room Height (Ft)	Square Meters	Locations Calculated	ISO 14644-1 Locations Required	Designed for ISO Class	Test Mode
167.00	8	15.5	3.94	4	8	At Rest

Micron Size	**0.5**	**0.5**	**0.5**	**0.5**	**0.5**		
Loc #	Reading 1	Reading 2	Reading 3	Fed Std	**ISO**	Temperature	Humidity
1	2143	1900	1820	1954.3	**68792.5**	74.2	55.5
2	1138	1801	3590	2176.3	**76606.9**	74.4	54.8
3	10284	10137	9420	9947.0	**350134.4**	74.5	55.4
4	4672	4731	5485	4962.7	**174685.9**	74.2	55.6
5	15295	14055	13466	14272.0	**502374.4**	74.4	55.2
			Mean	**6662.5**	**234518.8**	74.3	55.3
			Std Dev	**5335.6**	**187813.0**		
			Std Error	**2386.2**	**83992.5**		
			UCL	**2.35**	**2.4**		
			95% UCL	**12269.9**	**436100.9**		

Micron Size	**5**	**5**	**5**	**5**	**5**
Loc #	Reading 1	Reading 2	Reading 3	Fed Std	**ISO**
1	14	7	5	8.7	**305.1**
2	3	2	0	1.7	**58.7**
3	0	3	6	3.0	**105.6**
4	3	2	1	2.0	**70.4**
5	3	11	3	5.7	**199.5**
			Mean	**4.2**	**147.8**
			Std Dev	**2.9**	**103.8**
			Std Error	**1.3**	**46.4**
			UCL	**2.35**	**2.4**
			95% UCL	**7.3**	**259.3**

Gown Room - At Rest

Square Feet	Room Height (Ft)	Square Meters	Locations Calculated	ISO 14644-1 Locations Required	Designed for ISO Class	Test Mode
25	8	2.3	1.52	2	8	At Rest

Micron Size	**0.5**	**0.5**	**0.5**	**0.5**	**0.5**		
Loc #	Reading 1	Reading 2	Reading 3	Fed Std	**ISO**	Temperature	Humidity
1	23622	22771	22999	23130.7	**814199.5**	74.8	55.3
2	3201	2691	2835	2909.0	**102396.8**	74.1	54.2
			Mean	**13019.8**	**458298.1**	74.5	54.8
			Std Dev	**14298.9**	**503320.5**		
			Std Error	**10110.8**	**355901.3**		
			UCL	**6.31**	**6.3**		
			95% UCL	**76819.2**	**2700476.5**		

Micron Size	**5**	5	5	5	**5**
Loc #	Reading 1	Reading 2	Reading 3	Fed Std	**ISO**
1	7	7	2	5.3	**187.7**
2	1	0	1	0.7	**23.5**
			Mean	**3.0**	**105.6**
			Std Dev	**3.3**	**116.2**
			Std Error	**2.3**	**82.1**
			UCL	**6.31**	**6.3**
			95% UCL	**17.7**	**623.0**

Main Cleanroom - Operational

Square Feet	Room Height (Ft)	Square Meters	Locations Calculated	ISO 14644-1 Locations Required	Designed for ISO Class	Test Mode
167	8	15.5	3.94	4	8	Operational

Micron Size	**0.5**	**0.5**	**0.5**	**0.5**	**0.5**		
Loc #	Reading 1	Reading 2	Reading 3	Fed Std	**ISO**	Temperature	Humidity
1	7597	7978	9615	8396.7	**295562.7**	75.8	55.1
2	7159	8097	8869	8041.7	**283066.7**	75.9	54.2
3	10950	10776	10365	10863.0	**382377.6**	76.0	54.6
4	7407	5455	5860	6431.0	**226371.2**	75.8	55.3
5	4964	5437	5140	5200.5	**183057.6**	75.9	55.1
			Mean	**7786.6**	**274087.1**	75.9	54.9
			Std Dev	**2146.3**	**75551.0**		
			Std Error	**959.9**	**33787.5**		
			UCL	**2.35**	**2.4**		
			95% UCL	**10042.3**	**355177.0**		

Micron Size	**5**	**5**	**5**	**5**	**5**
Loc #	Reading 1	Reading 2	Reading 3	Fed Std	**ISO**
1	23	22	10	18.3	**645.3**
2	7	7	3	5.7	**199.5**
3	15	0	8	7.7	**269.9**
4	13	6	12	10.3	**363.7**
5	5	3	4	4.0	**140.8**
			Mean	**9.2**	**323.8**
			Std Dev	**5.6**	**198.0**
			Std Error	**2.5**	**88.6**
			UCL	**2.35**	**2.4**
			95% UCL	**15.1**	**536.4**

Gown Room - Operational

Square Feet	Room Height (Ft)	Square Meters	Locations Calculated	ISO 14644-1 Locations Required	Designed for ISO Class	Test Mode
25	8	2.3	1.52	2	8	Operational

Micron Size	**0.5**	**0.5**	**0.5**	**0.5**	**0.5**		
Loc #	Reading 1	Reading 2	Reading 3	Fed Std	**ISO**	Temperature	Humidity
1	11192	10656	9738	10528.7	**370609.1**	75.8	54.8
2	1230	1194	1131	1185.0	**41712.0**	75.8	55.0
			Mean	**5856.8**	**206160.5**	75.8	54.9
			Std Dev	**6607.0**	**232565.3**		
			Std Error	**4671.8**	**164448.5**		
			UCL	**6.31**	**6.3**		
			95% UCL	**35336.1**	**1242186.3**		

Micron Size	**5**	**5**	**5**	**5**	**5**
Loc #	Reading 1	Reading 2	Reading 3	Fed Std	**ISO**
1	10	5	4	6.3	**222.9**
2	1	4	0	1.7	**58.7**
			Mean	**4.0**	**140.8**
			Std Dev	**3.3**	**116.2**
			Std Error	**2.3**	**82.1**
			UCL	**6.31**	**6.3**
			95% UCL	**18.7**	**658.2**

End Of Report

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ISO/IEC 17025:2005 Accreditation Certificate for R Kraft, Inc

PERRY JOHNSON LABORATORY ACCREDITATION, INC.

Certificate of Accreditation

Perry Johnson Laboratory Accreditation, Inc. has assessed the Laboratory of:

R. Kraft, Inc.

129 Shorecliff Drive, Rochester, NY 14612

(Hereinafter called the Organization) and hereby declares that Organization is accredited in accordance with the recognized International Standard:

ISO/IEC 17025:2005

This accreditation demonstrates technical competence for a defined scope and the operation of a laboratory quality management system
(as outlined by the joint ISO-ILAC-IAF Communiqué dated January 2009):

Testing of Clean Room Facilities, Laminar Flow Devices

(As detailed in the supplement)

Accreditation claims for such testing and/or calibration services shall only be made from addresses referenced within this certificate. This Accreditation is granted subject to the system rules governing the Accreditation referred to above, and the Organization hereby covenants with the Accreditation body's duty to observe and comply with the said rules.

For PJLA:

Initial Accreditation Date:	*Issue Date:*	*Accreditation No.:*	*Certificate No.:*
October, 2012	October, 2012	72004	L12-185

Tracy Szerszen
President/Operations Manager

Perry Johnson Laboratory Accreditation, Inc. (PJLA)
755 W. Big Beaver, Suite 1325
Troy, Michigan 48084

The validity of this certificate is maintained through ongoing assessments based on a continuous accreditation cycle. The validity of this certificate should be confirmed through the PJLA website: www.pjlabs.com

Certificate of Accreditation: Supplement

R. Kraft, Inc.
129 Shorecliff Drive, Rochester, NY 14612
Ralph Kraft Phone: 585-621-6946

Accreditation is granted to the facility to perform the following testing:

FIELD OF TEST	ITEMS, MATERIALS OR PRODUCTS TESTED	SPECIFIC TESTS OR PROPERTIES MEASURED	SPECIFICATION, STANDARD METHOD OR TECHNIQUE USED	RANGE (WHERE APPROPRIATE) AND DETECTION LIMIT
Environmental	Clean Room and Controlled Environments	Particulate	ISO 14644-1 & 2 IEST RP-CC006.3	Up to 999 999 Particles
		Air Velocity	IEST RP-CC006.3	Up to 1 000 FPM
		Temperature	IEST RP-CC006.3	Up to 100 F
		Relative Humidity	IEST RP-CC006.3	Up to 100 RH
		Sound	IEST RP-CC006.3	Up to 150 DbA
		Light	IEST RP-CC006.3	Up to 1 000 FC
		Hepa Filter Integrity	IEST RP-CC021.1 IEST RP-CC006.3	Up to 999 999 Particles
		Pressure Differential	ISO 14644-4 IEST RP-CC006.3	Up to 10 WG
	Laminar Flow and Clean Air Devices	Particulate	ISO 14644-1 & 2 IEST RP-CC002.3	Up to 999 999 Particles
		Air Velocity	IEST RP-CC002.3	Up to 1 000 FPM
		Sound	IEST RP-CC002.3	Up to 150 DbA
		Light	IEST RP-CC002.3	Up to 1 000 FC
		Hepa Filter Integrity	IEST RP-CC021.1 IEST RP-CC002.3	Up to 999 999 Particles
		Pressure Differential	ISO 14644-4 IEST RP-CC002.3	Up to 10 WG

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Certification Certificate

CERTIFICATE OF COMPLIANCE

For
HARBEC Inc
At
369 Route 104
Ontario, NY

R. **KRAFT**, Inc. certifies that the air handling system supplying this cleanroom at this facility has been tested under the requirements of IEST RP CC 6.3 (Testing Cleanrooms)

And that the air system for this cleanroom has met ISO 14644-1–1999.05.10 guidelines to qualify for the following cleanliness classification of:

Area	ISO Design	ISO Achieved	Test Mode
Main Cleanroom	8	8	"At-Rest" @ 0.5µ
Gown Room	8	8	"At-Rest" @ 0.5µ

DATE OF INSPECTION: 08/21/13 NEXT DUE DATE: 08/21/14

REPORT NUMBER: H 130821

Authorized By: *C. Davis/R. Kraft* Certification Technicians

R. **KRAFT**, Inc. www.cleanroomservices.com (585) 621-6946

"Product Gets 1st Air"®

CERTIFICATE OF COMPLIANCE

For
HARBEC Inc
At
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R. **KRAFT**, Inc. certifies that the air handling system supplying this cleanroom at this facility has been tested under the requirements of IEST RP CC 6.3 (Testing Cleanrooms)

And that the air system for this cleanroom has met ISO 14644-1–1999.05.10 guidelines to qualify for the following cleanliness classification of:

Area	ISO Design	ISO Achieved	Test Mode
Main Cleanroom	8	8	"Operational" @ 0.5µ
Gown Room	8	8	"Operational" @ 0.5µ

DATE OF INSPECTION: 08/21/13 NEXT DUE DATE: 08/21/14

REPORT NUMBER: H 130821

Authorized By: *C. Davis/R. Kraft* Certification Technicians

R. **KRAFT**, Inc. www.cleanroomservices.com (585) 621-6946

"Product Gets 1st Air"®

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Customer Survey

R. KRAFT, Inc.
Customer Survey

In our continuing effort to better serve YOU, we need your feed back.

Please either Fax or Email back to R.KRAFT, Inc. (Fax: 1-585-621-2778)
(Email: clnrmsrvs@AOL.com)

Customer Name:

Customer Address:

Recent Test Date:

We would like to get your opinion about the service you recently received from our firm.
Please respond by place an **X** below the item that reflects your opinion

Thank You in advance for your time.	1 Strongly Disagree	2 Somewhat Disagree	3 Agree	4 Strongly Agee
Is it easy to do business with our firm?				
The response time to your request met your expectations?				
The certification was performed to your satisfaction?				
The Certification test report was understandable?				
Technician took time to discuss any recommended enhancements prior to exiting site?				
Would you recommend RKI to others for cleanroom certification	Yes	Neutral	No	

Addition questions
1) What have we done that added value to your operation?

2) How can we make it easier for you to do business with us?

3) How can we make the certification report better for you?

Additional Comments:

Signature of person submitting this survey (optional):_____Date:

Notes: