

PCL Alpharetta Customer Care





Email Contact: alph-customer-care@syensqo.com

PCL Alpharetta Customer Care Overview How We Can Help You

[Click Here For The Customer Care Overview Presentation](#)

<p>Our Mission</p> <p><i>Enhance customer support by partnering with CTD engineers to facilitate communication with Alpharetta Core Labs</i></p>	<pre>graph LR; CL[Core Labs] --- CC[Customer Care]; CTD[CTD] --- CC; CC --- CTD; CC --- S[Smartphone]; CC --- C[Car]; S --- CU[Customer]; C --- CU;</pre>
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Support for Market Clusters, Platforms and RAPS

Contact	Ext	Office
 <p>Elena Krumenaker PCL Manager & Customer Care Group Leader</p>	8871	E2097
 <p>Crystal Bustion Life Solutions, RAPS, Platform, Outside Testing</p>	8225	N1051
 <p>Quinn Greaves E&I</p>	8867	N1050
 <p>Christina (Tina) Wright Transportation</p>	8364	N1053

Project Logistics Coordination for CTD Engineers

- Facilitate communication with Core Labs and manage project timelines
- Molding requests and testing submission
- Aging study support
- Marketing materials: PSK, Color chip booklets, etc
- Testing and sample preparation: Failure analysis and RH conditioning

Outside Testing

Current Testing Partners:

- [Intertek](#) - General Materials Testing
- [SGS](#) - Halogen Content and REACH Testing
- [Applied Technical Services \(ATS\)](#) - General Materials Testing
- [National Technical Systems \(NTS\)](#) - General Materials Testing
- [Herb Curry, Inc](#) - Fire and Flammability Testing
- [Texas OilTech](#) - Nitrogen by Chemiluminescence (ASTM D4629)
- [H&M Analytical](#) - XRD, % Crystallinity
- [C-Therm Technologies / Thermal Analysis Labs](#) - Thermal Conductivity on films by ISO 22007-2
- [Thermtest](#) - Thermal Conductivity by Guarded Heat Flow Meter (ASTM E1530)
- [Savant Labs](#) - Nitrogen by Chemiluminescence (ASTM D5762)

Please contact [Crystal Bustion](#) or [Elena Krumenaker](#) for testing submission, additional information or new testing needs