

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](#)

Our Mission

Enhance customer support by partnering with CTD engineers to facilitate communication with Alpharetta Core Labs

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Core Labs

Customer Care

CTD

Customer

Support for Market Clusters, Platforms and RAPS

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