

## Membrane Autopsy Services

# Packing and transport

Please contact GENESYS staff before sending any samples to our laboratory facilities. This will allow us to track your membrane and plan for the most appropriate tests to be conducted.

[lab@genesysro.es](mailto:lab@genesysro.es).

If inorganic scale is suspected, it is recommended to remove the last element of the last stage. If an organic or colloidal foulant is suspected the first element from first stage should be removed. An accurate characterization of membrane performance can be established using elements from the first and last position. Please contact GENESYS MEMBRANE PRODUCTS staff before removing membrane elements for technical advice.

- Water samples of feed, reject and product (1 Litre) can be sent along with membrane elements for analysis. Samples should be individually labelled.
- Membrane ID/serial Number, name/reference of site, date, position and flow direction data should be recorded on the membrane element or provided within the sample. Data regarding plant performance/failures detected during operation, feed water quality, cleaning frequency/efficiency and chemicals dosed are also very important (Questionnaire available on request). The main contact person should be clearly identified and telephone and e-mail addresses provided.
- **Do not use any chemicals for membrane preservation before sample delivery.** Otherwise, microbiological counts results will not be representative.
- **Membrane elements should be received wet.** Membrane elements should be wrapped in a dark plastic and taped securely to ensure that water is retained within the element. This is necessary for accurate microbiological analysis and deposit characterization. Dry membrane elements yield unrepresentative samples which can give false results.
- Membrane elements should be sent to us on the same day of removal. If the membrane can not be shipped immediately, store horizontally in a cool dark place (avoid light).
- The receipt of samples will be confirmed by e-mail.

### Deliver to:

#### Delivered Duty Paid to our lab facilities

Genesys Membrane Products S.L.  
C/ Londres 38, Oficina 204 Ed. Bruselas  
P. E. Európolis 28232 Las Rozas, Madrid (Spain)

**Tel: +34 91 666 73 16**

Please contact us at [lab@genesysro.es](mailto:lab@genesysro.es) before sending any samples to our laboratory.

*These are general recommendations for RO/NF spiral-wound membranes. For other samples, please contact our technical staff.*

