TECH SUPPORT & LAB MEASUREMENT FOR CERAMIC MANUFACTURERS
At Imerys Ceramics, we have developed a deep understanding of our customers’ requirements and markets, through more than a century of activity in the ceramic field.

This accumulated knowledge is shared globally across Imerys Ceramics, which allows our Technical Support Teams to help you reach your technical challenges. Our laboratories are also strategically positioned to provide you with local support tailored to your area.

You can access our services by visiting our online platform: http://www.imerys-ceramics.com/technical-support

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**TROUBLESHOOTING**

Our mission: to support you with your technical challenges

Imerys Ceramics Technical Teams are available to discuss, analyse and support you to solve the technical issues you may face.

Our Technical Teams have developed an online dedicated area which allows you to research a wide range of solutions for some of the most common technical issues.

Should you seek deeper assistance with your issue, our online platform will allow you to contact us directly. One of our Technical Team members will be happy to support you in a timely manner.

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**TRAININGS**

Our mission: help your teams achieve their objectives

Raw materials are the essence of your production. We would like to share our mineral understanding, the way we control them and how you can get the maximum out of them.

We can provide training sessions, for up to 20 people, either in a classroom-type location or directly on your site.

We are able to create custom programmes, a unique way of training your people.

There is only one condition: you must be a customer of Imerys Ceramics.

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**TESTING CAPABILITIES**

Our mission: to offer the best raw material characterisation

At Imerys Ceramics, we think that understanding the characteristics of raw materials is essential for getting the high quality ceramic products. That is why we make our laboratories available, equipped with an extensive range of test equipment.

Our Technical Teams can characterise in detail your products and consequently help you get the most out of them.

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**TECHNICAL DOCUMENTATION**

Our mission: facilitate access to our technical documents

Technical datasheets (TDS) are key documents to understand our products. That is why our customers benefit from a free access to a wide selection of Imerys Ceramics’ most popular products.

Imerys Ceramics is active, every year, in numerous specialised magazines and journals, and at industry events. This will allow you to discover our product range and expertise.
IMERYS CERAMICS
EXTENSIVE LAB SERVICES AND CAPABILITIES

RAW MATERIAL & APPLICATION TESTING CAPABILITIES IN WEST ASIA
Coming soon in 2018, those services will also be available at our other blending platforms in Middle East & North Africa and South America.

<table>
<thead>
<tr>
<th>RAW MATERIAL</th>
<th>Raw material analytical testing</th>
<th>X-Ray Fluorescence, Particle size analysis by Sedigraph, Methylene Blue Index</th>
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<tr>
<td>PHYSICAL TESTING</td>
<td>Raw material physical testing</td>
<td>Rheological characterisation, Casting performance, Modulus of Rupture</td>
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<tr>
<td>FRIED PROPERTIES</td>
<td>Raw material fired properties</td>
<td>Fired properties, including water absorption, colour and shrinkage</td>
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<tr>
<td>FULL RAW MATERIAL ANALYSIS</td>
<td>Full raw material analysis</td>
<td>All above tests, with the addition of soluble salts (including sulphate)</td>
</tr>
<tr>
<td>BODY ANALYSIS</td>
<td>Body analysis</td>
<td>Sanitaryware body testing</td>
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FINISHED PRODUCT CHARACTERISATIONS FOR TABLEWARE IN EUROPE
• Fired Modulus of Rupture
• Edge chipping resistance
• Thermal shock resistance
• Firing cost analysis
• Surface characterisation
• Analysis on silicate surfaces
• Dishwashing and microwave resistance
• And many more...
OUR SERVICES AVAILABLE ONLINE

www.imerys-ceramics.com/technical-support