

## Memorandum

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**Subject:** Issue with downloading CoA documents from avantormaterials.com

**Date:** 4/4/2014

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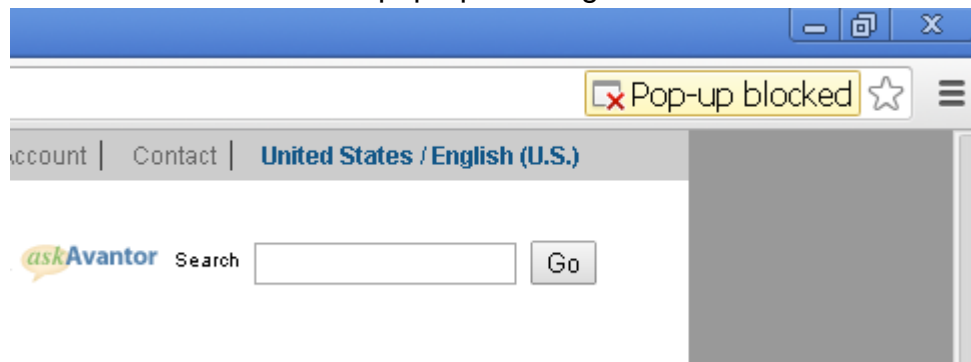
Recently we learned that a number of customers have been having issues with downloading Certificates of Analysis from the Avantor website. The problem is that when certain users click on a link to a CoA, the resulting screen is blank with no explanation.

We've determined that the issue affects individuals using the Windows XP operating system. This is a very old operating system (in fact, Microsoft will stop supporting XP on April 14), and most companies have upgraded to a newer version of Windows. For those who have not, or are still having problems, the below instructions will let you work around the issue.

### **CERTIFICATE OF ANALYSIS NOT APPEARING WHEN SELECTED FROM COA SEARCH ON AVANTOR WEBSITE**

#### **FOR USERS WITH WINDOWS XP, ACCESSING CERTIFICATES OF ANALYSIS VIA GOOGLE CHROME BROWSER:**

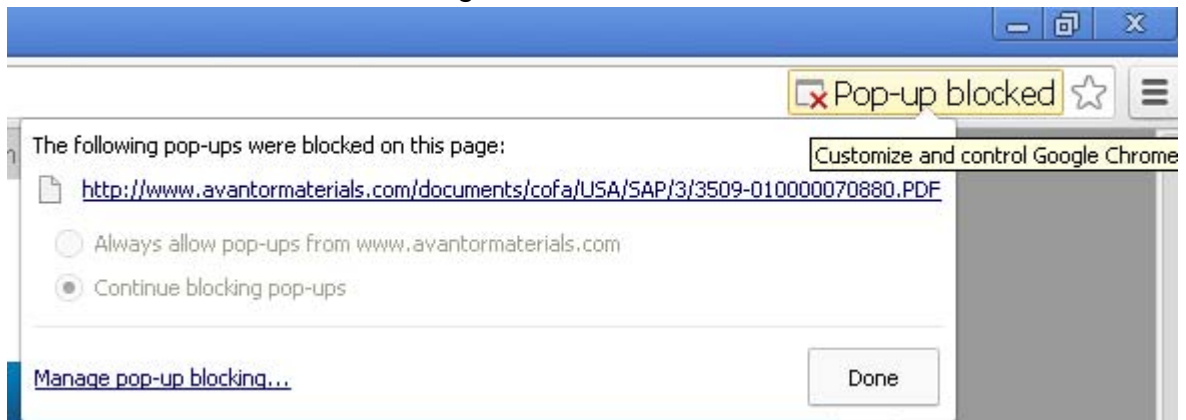
1. After searching for a product, if the CoA PDF document does not immediately become visible, or displays a blank page, check the upper right hand corner of your Chrome Browser for a blocked pop-up message.



If some time has passed, you may only see the small box with a red X in it.



- Click on that blocked pop-up notification (with the red “x”) and double click the URL that is shown in the message.



This should open the CoA PDF that your search returned.

Sodium Bicarbonate, Powder  
U.S.P. - F.C.C.  
(sodium hydrogen carbonate)

**J.T. Baker**

Part of  
**AVANTOR**  
PERFORMANCE MATERIALS

Material No.: 3509-01  
Batch No.: 0000070880  
Manufactured Date: 2013/11/06  
Retest Date: 2018/11/05

### Certificate of Analysis

Meets F.C.C. Requirements, Meets U.S.P Requirements,  
GMP Manufactured Product, Food GMP Manufactured Product

Test	Specification	Result
USP - Identification	Passes Test	PT
USP - Limit of Sulfur Compounds	<= 0.015 %	< 0.015
USP - Loss on Drying	<= 0.25 %	0.25
USP - Insoluble Substances	Passes Test	PT
USP - Normal Carbonate	Passes Test	PT
USP - Limit of Ammonia (NH <sub>3</sub> )	Passes Test	PT
USP - Chloride (Cl)	<= 0.015 %	< 0.015
USP - Heavy Metals (as Pb)	<= 5 ppm	< 5
USP - Arsenic (As)	<= 2 ppm	< 2
USP - Assay (NaHCO <sub>3</sub> ) (dried basis)	99.0 - 100.5 %	100.2
FCC - Identification	Passes Test	PT
FCC - Lead (Pb)	<= 2 mg/kg	< 2
FCC - Loss on Drying	<= 0.25 %	0.25
FCC - Assay (NaHCO <sub>3</sub> ) (dried basis)	99.0 - 100.5 %	100.2
Appearance (White powder)	Passes Test	PT

Bulk Food Chemical  
Bulk Pharmaceutical Chemical  
CAUTION: For Manufacturing, processing or repackaging  
No Class 1,2,3 or other solvents are used or produced in the manufacturing or purification of the product.  
This product is not intended for use in hemodialysis.  
The net weight of the product in each container is within +/- 2% of the netweight stated on the label.  
Metallic Residues: No metal catalysts or metal reagents, as defined by EMA Guideline EMEA/CHMP/SWP/4446/2000, are used in the production of

3. If this does not work and the web page is still blank, select the URL displayed in the address bar:

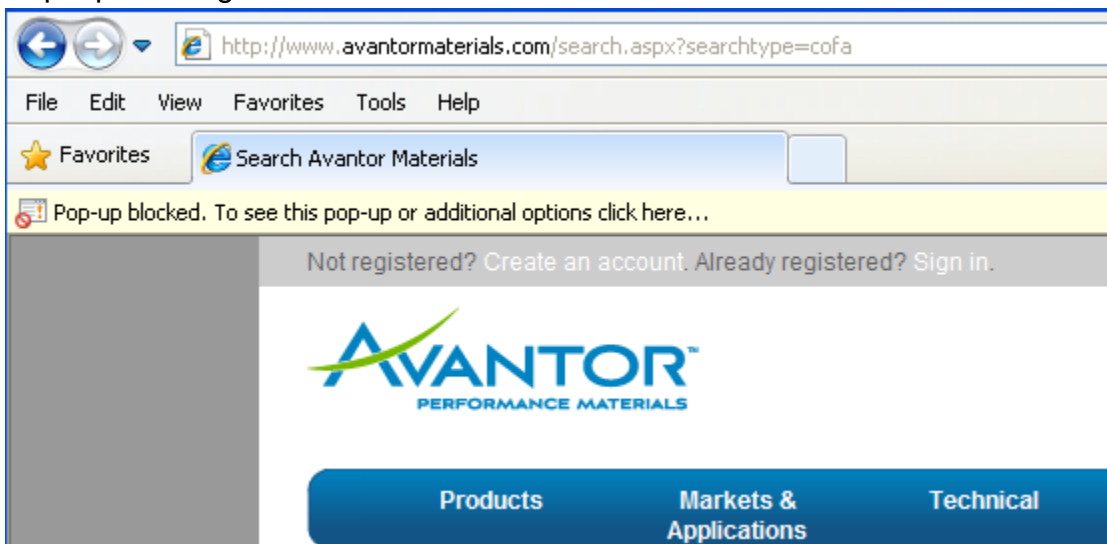


and copy (click “Ctrl-C”) the link. Open a new browser window and paste (“Ctrl-V”) that web address into the bar and click “Enter”. The document should now display. If it still does not display, click “Enter” one more time.

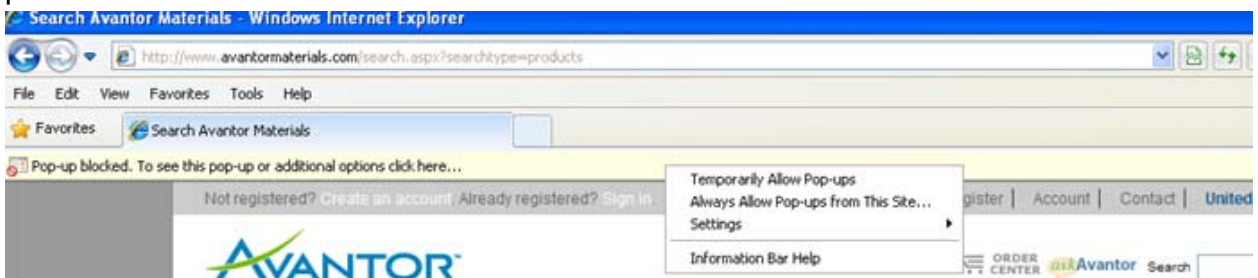
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## FOR USERS WITH WINDOWS XP, ACCESSING CERTIFICATES OF ANALYSIS VIA INTERNET EXPLORER BROWSER:

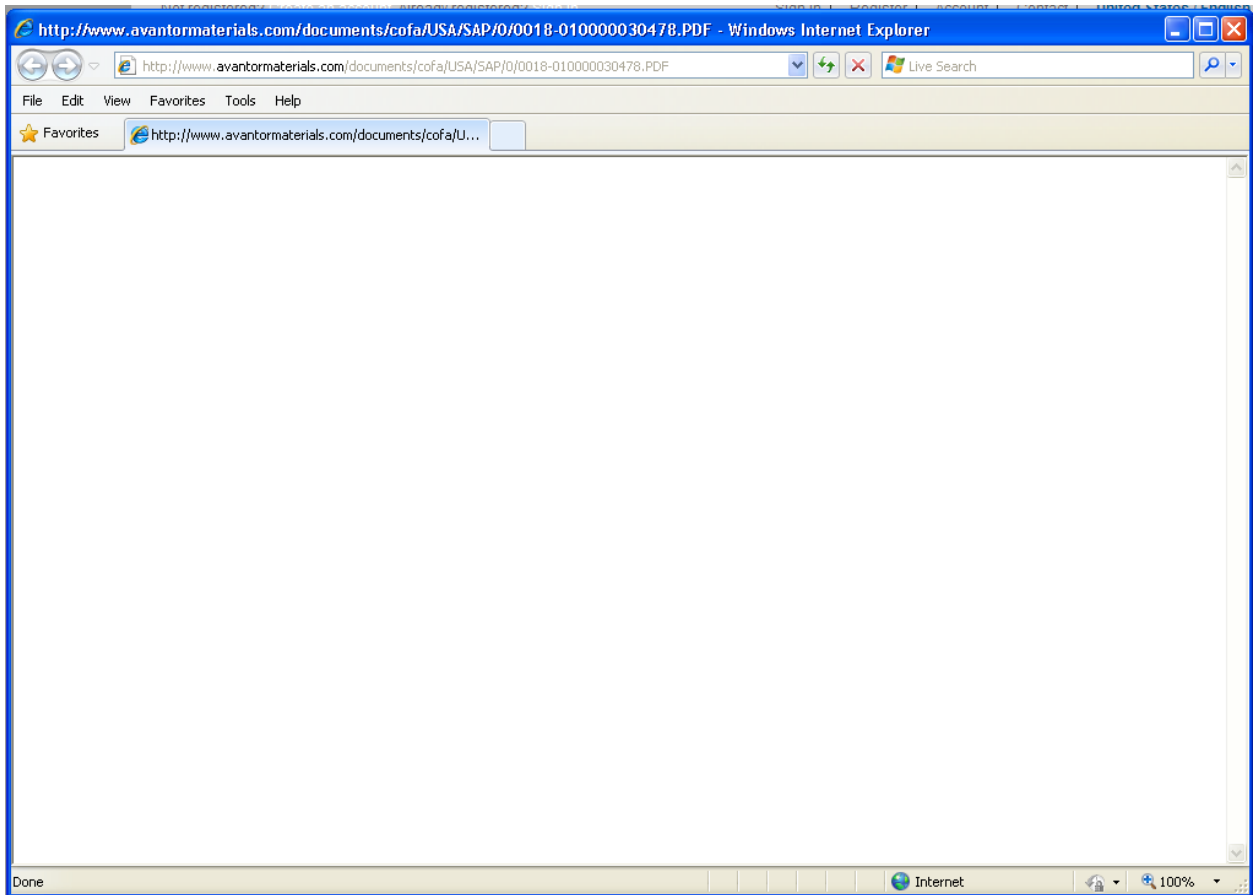
1. After searching for the product, if the CofA PDF document does not initially appear, or there is a blank screen, check the top of your explorer for a Blocked Pop-Up warning.



2. Select the message and choose to allow the pop-up. If possible, choose “Always Allow Pop-ups from This Site....” Contact your IT department if the problem persists.



3. The pop-up will now display on your screen but the page may remain blank.



4. Highlight the URL and copy/paste into a new Internet Explorer tab. Once the address is pasted into the Explorer bar, press “Enter” and the document should be visible. If this does not work, try hitting “Enter” again.

Sodium Bicarbonate, Powder  
U.S.P. - F.C.C.  
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