

Questions to ask your supplier for consistent batch quality

Obtain written product-specific answers before ordering. Record irrelevant items with a reason. Resolve missing or conflicting specifications with the manufacturer or supplier before use.

Supplier and contact

Service and exact product formulation

Supplied or mixed basis and job reference

Purchase delivery date batch lot IDs and document revisions

1. Solids content and spec sheets/SDS

What is the specified solids content, is it by weight or volume and supplied or mixed, and what acceptance range/test method applies? Can you provide current TDS/spec sheets and SDS for the exact product?

Why it matters: A defined solids basis makes product and batch comparisons meaningful; the TDS/specification establishes performance and application requirements, while the SDS explains hazards and handling rather than certifying batch quality.

Written answer evidence document revision and approved limits

Unresolved question responsible contact and follow up date

2. Batch and lot numbers

How are batch/lot numbers identified on containers, bulk tickets and invoices, and can each delivery be traced to its production and QC record?

Why it matters: Traceability connects a job to its material and helps investigate defects, supplier complaints and any affected deliveries.

Written answer evidence document revision and approved limits

Unresolved question responsible contact and follow up date

3. Mixing ratios

What water/product ratios, measuring basis, mixing order and agitation time/method are approved for this product and application? How should each mix be recorded?

Why it matters: Repeating the documented mix controls concentration and the basis for yield/application comparisons; an improvised dilution changes the material being applied.

Written answer evidence document revision and approved limits

Unresolved question responsible contact and follow up date

4. Sand and additive specs

What sand grading/type, cleanliness/moisture basis, loading and additive product/dose are approved, and how are substitutions or incompatibilities handled?

Why it matters: Documented compatible ingredients help control finish and application behavior and avoid unsuitable mixtures or equipment blockages.

Written answer evidence document revision and approved limits

Unresolved question responsible contact and follow up date

5. Storage and shelf life

What storage conditions, shelf-life basis and manufacture/use-by dates apply? What agitation, freeze/overheat precautions and checks are needed for stored or leftover material?

Why it matters: Product-specific storage and age records help identify material that needs review before use and reduce avoidable spoilage or wasted inventory.

Written answer evidence document revision and approved limits

Unresolved question responsible contact and follow up date

6. Temperature limits

What storage, mixing, material/heating, air and pavement-surface limits apply to this product, and what curing/weather conditions must be met? Where are these limits documented?

Why it matters: The correct product-specific limits guide safe handling and application decisions; one generic temperature rule cannot stand in for different product systems.

Written answer evidence document revision and approved limits

Unresolved question responsible contact and follow up date

7. QC testing

What quality-control tests are performed, how often and by which methods? What results/certificates are available, what receiving checks and tolerances are agreed, and what is the hold/reject/escalation process?

Why it matters: Agreed methods and acceptance criteria make a discrepancy actionable; appearance alone or an improvised test cannot establish compliance with a specification.

Written answer evidence document revision and approved limits

Unresolved question responsible contact and follow up date

8. Consistency between batches

How are formulation, raw-material or plant changes controlled and communicated, and how can results for successive batches be compared? Who reviews a noticeable change before it is used?

Why it matters: Keeping changes and comparable QC records visible helps crews repeat the documented process and investigate differences without assuming every batch is identical.

Written answer evidence document revision and approved limits

Unresolved question responsible contact and follow up date

9. Delivery and bulk options

What package/bulk sizes, minimum orders, lead times, delivery windows, transfer/agitation arrangements and clean-container requirements apply? How are quantities, lot IDs, shortages and contamination concerns recorded?

Why it matters: Clear supply and handling arrangements align job timing, storage capacity and traceability and reveal the full delivered-cost basis.

Written answer evidence document revision and approved limits

Unresolved question responsible contact and follow up date

10. Technical support

Who can help with mix, equipment, application or batch problems; when are they available; what training or field support is offered; and what is the escalation path?

Why it matters: A documented support route helps resolve product questions and discrepancies before crews proceed or repeat a problem.

Written answer evidence document revision and approved limits

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11. Warranty

What written material warranty applies, who issues it, what exclusions/conditions and records are required, and how are claims, returns or replacement handled? How does it differ from any contractor workmanship warranty?

Why it matters: Written terms set expectations and identify the evidence and process for a claim; a supplier warranty does not automatically cover the contractor's work or guarantee job results.

Written answer evidence document revision and approved limits

Unresolved question responsible contact and follow up date

Keep supplier quality-control records separate from application and job records. This checklist prescribes no universal solids percentage, dilution, grading, temperature, shelf life, tolerance or warranty.

Sources and record notes

Author NPMCA. Worksheet version 1.0; guide record as of 2026-10-11. Technical limits and prices must come from the exact current product instructions, official rule or dated written quote.

SealMaster locator example: <https://sealmaster.net/locations/>

OSHA hazard communication: <https://www.osha.gov/hazcom>

Guide: <https://www.npmca.org/start/find-materials-supplier>