

FAQ

1. I am looking for the MSDS of the pyrolysis oil, where can I download it?

Once we receive the payment from your order, a confirmation email will be sent to you. The email will also contain a link, where you are able to download the electronic copy of the MSDS. A hard copy of the MSDS will be attached with the pyrolysis oil order.

2. Due to my company's policy I am not allowed to order through the web shop. I first need to receive a quotation so I can get a purchase order

After selecting the goods you wish to order through our web shop, select on the payment option *Invoice*. Then after filling out your details and placing your order, you will receive an invoice via email with the payment details. We only ship after having received the payment and this option does not obligate you to make a payment to us. It is a de facto quotation containing the total costs, including costs for the oil, the costs of shipping (DAP) and the VAT in Euro's. This will allow you to get permission within your company to place this order (e.g. purchase order). No user account will be made to save your details, you will not yet be registered as a client.

To complete the purchase simply wire-transfer the money as specified in the invoice or contact us for credit card payment. You will then receive the goods ordered as well as a final invoice, which will exactly match the earlier costs.

3. What is the composition of the pyrolysis oil?

The pyrolysis is produced from pine wood. The chemical analysis can be found in the table below:

C-content (wet basis)	wt%	40-45
H-content (wet basis)	wt%	6-9
N-content (wet basis)	wt%	< 0,15
O-content (wet basis)	wt%	46-50
Moisture content	wt%	20-30
Ashes	wt%	<0.05
Solids	wt%	<0.1
Density	kg/m ³	1100-1300
Lower Heat value	MJ/kg	15-17
Viscosity @50 C	mPas/cSt	10-20

4. We do not have a VAT number, what are the next steps?

Simply fill in N/A in the VAT number field, and proceed with the next field. We will contact you later in case a VAT number is required for your specific shipment.

5. Are there any additives and/or catalysts added to the pyrolysis oil?

No, there are no additives or catalysts in the pyrolysis oil.

6. I need the invoice to be sent to a different address than the goods.

During the ordering process you will be asked for your company details (see below).

The image shows a web form with two main sections: 'Company details' and 'Shipping address (optional)'. A red arrow points to the 'Shipping address (optional)' section.

Company details	
Company name *	Empyro
VAT number *	1234
Phone number *	0031534862286
Address *	Josink Esweg
Number *	34
City *	enschede
Postal code	7545PN
Country *	Netherlands, The

Shipping address (optional)

Address	boortorenweg
Number	7
City	Hengelo
Postal code	7554RS
Country	Netherlands, The

Save

In case you leave the lower address blank the invoice address and shipping address will be the same. In case you fill out a shipping address in the lower part than that will be the shipping address and the invoice will be made out to the upper address.