

GemmaCert

FAQs



GEMMACERT FAQs

General

What does GemmaCert mean?

Gemma in Latin means flower bud and *Cert* is short for certification.

Where are you located?

We are based in Raanana, Israel.

Where are GemmaCert devices assembled?

GemmaCert devices are carefully assembled by hand at the company site in Israel by traditional techniques and cutting-edge technologies. GemmaCert devices are crafted thanks to carefully curated expertise that is continually improved over time with great care.

Each device is thoroughly tested in-house before being approved for shipment.

How do I know if GemmaCert is right for my business?

If you are a cannabis industry professional, then you need to be sure that your products are consistent, safe, effective, and predictable. For that you need to adopt in-house testing and GemmaCert is the ideal solution for cannabis potency and composition analysis.

Where are GemmaCert devices used?

Cannabis industry professionals in the Americas, Europe, Africa, and Asia Pacific use GemmaCert for in-house testing on a regular basis.

What are the accepted methods of payment?

GemmaCert accepts PayPal, most credit cards and international bank wire transfers. Payment is necessary before device shipment.

Technology

What is the technology used by GemmaCert?

The patented technology combines near infrared spectroscopy, image analysis and motion mechanics, while the analysis is conducted by applying machine learn based on sophisticated algorithms.

What samples can GemmaCert analyse?

Dry flower buds, ground material (biomass), and crude extract.

GemmaCert users have experimented analyses of concentrates produced by other than Ethanol extraction methods. Some have reported satisfactory results, e.g. for hashish. GemmaCert appreciates customer creativity and is glad to engage with inquisitive users to explore applicability. However, performance for concentrates produced by other methods is not warranted at this time.

What are the GemmaCert minimum and maximum detection thresholds?

Minimum detection threshold 0.2% (THC, CBD) for Essential and Pro and 1.0% (THC, CBD) for Lite.

Maximum detection threshold 30% THC, 20% CBD.

Does GemmaCert analyse by Non-Destructive Means?

Yes, GemmaCert is the only device on the market which can analyse cannabis by 100% Non-Destructive Means. There is no need for samples be homogenized via grinding to reduce potential measurement errors.

What can GemmaCert measure?

GemmaCert measures Total THC and Total CBD.

Results assume 0.877 conversion ratio from the acid form of THCA and CBDA into the active form of THCΔ9 and CBD, respectively. Accordingly, totals are calculated as percentages of total weight using formula below.

$$\% \text{Total THC} = 0.877 \times (\% \text{THCA}) + (\% \Delta 9 \text{THC})$$

$$\% \text{Total CBD} = 0.877 \times (\% \text{CBDA}) + (\% \text{CBD})$$

Note that some cannabis products on the market misstate totals as plain summation, disregarding conversion ratio.

Note that GemmaCert results are percentages of total weight whereas HPLC results are percentages of dry weight.

GemmaCert repeatability for:

- Ground is up to 0.6%
- Flower is up to 1.5%

Therefore, if you are eager to find accurately the composition of a particular flower, we recommend averaging results across several analyses.

Will GemmaCert benefit from more analytical capabilities in the future?

The GemmaCert Team is working continuously on new analytical capabilities and these will be released from time to time, most likely by over-the-air software updates.

How does NIR Spectroscopy compare to HPLC?

Both analytical methods provide results based on estimation. The HPLC does so by using chemical reference standards. NIR spectroscopy applies a reference database.

Variance between HPLC results is also common. Results are subject to the analytical method applied, device calibration, sample preparation, operator skills and results interpretation. Consequently, HPLC performance is exposed to human error.

Why are the results I get from GemmaCert different from the lab results?

Cannabis is a heterogenous natural product. The variance between two or more flowers, even from the same plant, can be significant.

How long does a single analysis take?

Analysis from start to finish, including automated calibration, should take up to five (5) minutes.

Can GemmaCert devices be operated by iOS smartphones?

At present, GemmaCert devices can only be operated by an Android smartphone app. An iOS app shall be released in the future.

Best Practices

Where should I place my GemmaCert device?

GemmaCert contains delicate components. Be sure to place it on a stable, flat surface and avoid moving it abruptly. Avoid placing on vibrating surfaces, e.g. in proximity of air-condition, compressor, etc.

Is GemmaCert portable?

Yes. You can travel with your GemmaCert device. Make sure to handle carefully during transit. We recommend the GemmaCert protective case for transport available online at the GemmaCert Shop.

What is the GemmaCert Customer Portal?

GemmaCert Customer Portal provides several functions for batch statistical analysis and graphical display. These functions can be used to track batch growth progress, analyze plant maturity, and determine batch homogeneity and assist in planning towards next season.

Do you need to calibrate before analysis?

No. Calibration is automatic and is conducted automatically before analysis and no user input is required.

Can GemmaCert analyse wet flowers?

Flowers must be dried before analysis on GemmaCert. Apply the GemmaCert Wet Flower Analysis Protocol to test wet flowers.

Shipping

Does GemmaCert ship internationally?

Yes, GemmaCert ships to most countries worldwide. If

When will my device be shipped?

Devices shall be shipped within thirty (30) days from payment receipt, unless otherwise agreed and confirmed by GemmaCert.

What will I receive in the GemmaCert box delivered to me?

Contents comprise the device body, base, reflector, flower pin and power supply. Contents optionally comprise Ground accessory, Extract accessory, extract blister holders and the device protective case.

How do I track my order?

The best way to track your order is to email shipment@gemmacert.com and your query will be addressed promptly.

What does it cost to return a device?

Unless otherwise agreed, you shall be charged a \$200 restocking fee for the return of your device. Processing returns is costly and once a device is returned it can no longer be sold as new. Before being

approved for sale as a refurbished device, the device needs to undergo comprehensive testing. Electronics companies customarily charge between 10 and 25 percent of the item's price for a return, with 15 percent as the most common amount quoted.

Do you cover local taxes and duties?

You, the customers, are responsible for all taxes and duties (including VAT or similar) imposed by your country/state of residence.

Certifications

What certifications does GemmaCert have?

GemmaCert is CE and TÜV Rheinland certified, a testament to our high standards and safety.

GemmaCert devices are compliant with EMC, Disposal (RoHS), and Safety Standards. These have been validated by an independent Certification, Testing and Inspection body, accredited to ISO/IEC 17065, ISO/IEC 17025 and ISO/IEC17020.

For more see the GemmaCert Declaration of Conformity.

The GemmaCert analytical laboratory, which gathers all the data for the reference database, is ISO 17025 certified covering the general requirements for the competence of testing and calibration laboratories. ISO 17025 is the key standard for an analytical laboratory.

What licenses does GemmaCert have?

GemmaCert is licensed by the Israel Ministry of Health to conduct medical cannabis research and development on its premises at its dedicated in-house laboratory.

Is GemmaCert compliant with European Pharmacopeia?

Yes. For more information see *GemmaCert Compliance – European Pharmacopeia*.

Customer Service

Can I contact customer service at any time?

GemmaCert attributes high importance to customer service and support. Our technical support team is always ready to answer any inquiry related to any GemmaCert product or service.

You can email GemmaCert Customer Service any time at support@gemmacert.com and a GemmaCert representative shall contact you as soon as practicable.

How do I learn to operate my GemmaCert device?

You do not need any special skill set to operate GemmaCert. We provide a comprehensive free-of-charge online onboarding session to walk you through your new GemmaCert device and best practices for operation.

Whom do I contact if I need help with my GemmaCert device?

Email support@gemmacert.com, briefly explain your problem or ask your question, and our team will return promptly to resolve the matter.

Is my information safe with GemmaCert?

Your trust is a top priority. We take privacy extremely seriously and adopt many measures to minimise the risks. GemmaCert cloud-based servers are hosted by AWS, which complies with ISO 27018, a code of practice that focuses on protection of personal data in the cloud.

AWS is also compliant with the European Union's General Data Protection Regulation (GDPR).

