

OVEN — quality specification

Coconut charcoal cubes 25 / 26 / 27 mm · limits for every consignment

The limits below are fixed in the quality appendix to our contract with the manufacturer. Every consignment ships with a Certificate of Analysis (COA); batch-specific values are in the COA. The sheet is meant for supplier approval; batch documents are provided with the consignment or on request.

SPECIFICATION

Raw material	100 % coconut shell — no wood charcoal, no chemical impurities
Moisture	≤ 5 %
Ash content	≤ 2.5 %, white or light grey
Volatile matter	≤ 14 %
Fixed carbon	≥ 75 %
Burning time	≥ 90 min under standard hookah conditions
Heat	stable, ≥ 600 °C
Strength	no cracks or crumbling after a 1 m drop onto concrete or tile
Odour, sparks, smoke	none during ignition and smoking
Cube size	as ordered (25 / 26 / 27 mm), tolerance ± 1 mm, even faces
Before packing	≥ 14 days of natural cooling at the factory (weathering)
Documents	Certificate of Analysis (COA) with every consignment

MANUFACTURER OBLIGATIONS UNDER THE OVEN PRODUCTION CONTRACT

COMMITMENT	HOW IT IS CONFIRMED	IF IT IS NOT MET
Batch chemistry: moisture ≤ 5 %, ash ≤ 2.5 %, volatile matter ≤ 14 %, fixed carbon ≥ 75 %	Laboratory analysis of the batch; COA with every consignment	The consignment is rejected and replaced by the producer at the producer's cost
Behaviour on the bowl: ≥ 90 min of burning under standard hookah conditions, stable heat ≥ 600 °C, no odour, sparks or smoke, white or light-grey ash	Specification requirement for every batch; test method and results — ask a manager	Rejection and replacement
Geometry and strength: size as ordered ± 1 mm, even faces, intact after a 1 m drop	Specification requirement for every batch; test method and results — ask a manager	Rejection and replacement
Weathering: at least 14 days between production and packing	Production and packing dates of the batch	The batch is not shipped early
Right of inspection	We may inspect a consignment at the factory before it ships	—
For the buyer	The specification and the COA are the basis for reviewing any quality issue	Customer claims are assessed under the customer's supply agreement

PACKS AND LOGISTICS

25 mm	26 mm	27 mm
36 cubes / 0.5 kg · ≈ 13.9 g	64 cubes / 1.0 kg · ≈ 15.6 g	54 cubes / 1.0 kg · ≈ 18.5 g
40 boxes per 20 kg master case	20 boxes per 20 kg master case	20 boxes per 20 kg master case
Boxes → 20 kg master cases → pallets. Charcoal is shipped as a class 4.2 dangerous good (UN 1361); sea freight to the EU warehouse is handled by OVEN. Store closed and dry: charcoal absorbs moisture from the air.		

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