

e-mail from **Sumptuous Skincare Ltd**

From: Melanie Williams
To: Science Consultants
Subject: Separating liquids

Dear Science Consultants,

I believe your firm knows about the extraction of wool grease from sheep's wool. Here at **Sumptuous Skincare Ltd** we separate 'lanolin' from wool grease. Our operators melt the wool grease, pour it into a tank, add other ingredients and stir the mixture. The liquids are pumped into a second tank and the lanolin floats to the top. Our operators can then pump out the top layer of lanolin, to use in other products.

The company needs to separate as much lanolin as possible from the other liquids. However, we are experiencing a problem. Our scientists believe that one of the ingredients may be affecting the separation.

We have therefore sent you samples of the liquids we believe may be causing the problem. We would like you to observe the effect each of these ingredients has on the separation process.

We would be grateful to receive your observations, conclusions and any advice you may have.

Kind regards

Melanie Williams

Melanie Williams
Technical Manager, Sumptuous Skincare Ltd