

ACCURATE INSTRUMENT REPAIR, INC. CALIBRATION AND REPAIR LABORATORY

27122 Burbank, Foothill Ranch, CA 92610

949-454-2874 FAX 949-454-2752

www.accurateinstrument.com

TERMS AND SERVICES

Calibration Services:

- Calibration are performed IAW current Calibration Procedures developed from industry standards such as ASME, ASNI, MIL, GGG, DOD, etc. and are traceable to the National Institute of Standards and Technology (NIST).
- Calibration service includes cleaning, calibration reports, calibration labels and most adjustments.
- Automatic instrument-due notice will be issued to customers to inform them of upcoming calibration needs.
- Batteries, fuses and lamps are not included in the cost of calibration and are charged separately.
- Any number of factors may cause the calibrated item to drift out of calibration before the customer-selected interval expires. All work is warranted for 30 days, , but will not cover repeated abuse or incorrect use.
- The customer is responsible for the removal, restoration and programming (as applicable) of all equipment returned from calibration.

Repairs:

- Repairs are quoted after evaluation and require customer approval. All quotes provided free of charge.
- Repairs exceeding 50% of cost for replacement will be returned as “uneconomical”.
- All repair work comes with a 30 day warranty.

Requesting Work:

- Quotes are provided free of charge, you can give us a call or send us an email via the contacts listed on our website.
- Existing/Returning customers: Fax or email back your “Instrument Due” notice and await a call back or email with a pickup or onsite date. You can also give us a call to schedule.
- It is helpful to furnish a list of equipment to be calibrated/repared at pickup, this also allows us to review the equipment and ensure we meet the requirements.
- We ca perform accredited calibrations for items within our Accredited scope when provided with written direction (i.e. “**Accredited Calibration**”) attached to the instrument. Accredited work will be noted by the logo on the certificate. Please consult AIR or our website for the official ISO/IEC, ANSI/NCSL scope. Please note, actual calibration/repair capability is much more than what is listed on the “accredited” scope.

Expedites:

- Expedited calibrations are scheduled upon request and require advance notice. Equipment details must be provided prior to service, for confirmation.
- Most Expedites can be completed within 24 hours; Contact our sales representative for expedite fee details.

Onsite Service:

- We provide onsite (your facility) calibration services upon request. An accurate list of equipment is required to send the right procedures, personnel and standards.
- There is a minimum charge to perform onsite work. Contact our sales rep. for the minimum charge for your area.
- A premium rate may be charged if we find there is no assistance, machine disassembly is required, pre and post time spent doing research, creating documentation or making changes to customer inventory database.

Note:

The customer is responsible for giving permission to disconnect, or for disconnecting leads from systems, or disconnecting and delivering the equipment to our technicians for calibration. We are not responsible for the installation or setup of the equipment after calibration or damage due to disconnecting and reconnecting leads.

Quality:

- All calibration work is in accordance with ISO/IEC 17025 and ANSI/NCCL Z540 and traceable to NIST. The customer is responsible for meeting all the requirements of their particular quality standards as relates to measurement and calibration.
- The interval or cycles used to assign calibration due dates are assigned by the customer. All new customers will have a brief service review to ensure their needs are being met IAW with associated quality standards.

Delivery and Shipping:

- We provide free pick up and delivery within our local radius, or we ship via FedEx or UPS (customers choosing), items can also be sent to us via numerous couriers.
- We require documentation (packing slip, purchase order, etc.) at pickup detailing the equipment being serviced (list of items) and the required work (calibration, repair, etc.).
- When we provide pickup and delivery service via our company vehicle, we provide full insurance coverage on your equipment from the time it leaves your premises until it is returned.
- We are not responsible for items such as leads, manuals, accessories, etc. not listed on the PO or packing list. AIR is not responsible for items, which arrive damaged, due to improper packaging or handling.
- Packaging, shipping and handling charge of \$9.95 and \$4.95 respectively (most items), larger items may cost more.

Payment terms:

- Net 30 days is available upon request and approval.
- We accept all major credit cards, checks and cash.