

Service Level 1 - Check List

Do Other Providers Compare?

Feature	European	Other Provider
Calibration Procedures		
Make, model and serial number identified	<input checked="" type="checkbox"/>	
Instrument cleaned externally	<input checked="" type="checkbox"/>	
Inspection of power supply, mains lead and plug	<input checked="" type="checkbox"/>	
Internal cleaning and inspection of components	<input checked="" type="checkbox"/>	
Carry out any minor repairs	<input checked="" type="checkbox"/>	
Level adjusted	<input checked="" type="checkbox"/>	
Zero point adjusted	<input checked="" type="checkbox"/>	
Function check	<input checked="" type="checkbox"/>	
Check and adjust response and stability settings	<input checked="" type="checkbox"/>	
Check and adjust span	<input checked="" type="checkbox"/>	
Activate internal or automatic calibration	<input checked="" type="checkbox"/>	
Check and adjust eccentric loading	<input checked="" type="checkbox"/>	
Check and adjust linearity	<input checked="" type="checkbox"/>	
Check reproducibility	<input checked="" type="checkbox"/>	
Minimum weight calculation (If UKAS calibration selected)	<input checked="" type="checkbox"/>	
If applicable software upgrades	<input checked="" type="checkbox"/>	
Complete calibration certificate	<input checked="" type="checkbox"/>	
Complete and apply calibration label	<input checked="" type="checkbox"/>	
Complete service report with any observations.	<input checked="" type="checkbox"/>	

OTHER FACILITIES INCLUDED		
Technical telephone support	<input checked="" type="checkbox"/>	
Call out response within 24 working hours.	<input checked="" type="checkbox"/>	
Loan instruments in event of instrument repair off site	<input checked="" type="checkbox"/>	
Free copies of calibration certificates if required	<input checked="" type="checkbox"/>	
Discounted rates for labour charges, installations, and IQ/OQ validation	<input checked="" type="checkbox"/>	
Discounts on UKAS weight and pipette calibration*	<input checked="" type="checkbox"/>	
Discounts on all new products in our catalogue* (free installation for UKAS clients)	<input checked="" type="checkbox"/>	
Electronic copies of instruction manuals	<input checked="" type="checkbox"/>	
Advice on calibration, SOP, GLP and legal metrology	<input checked="" type="checkbox"/>	

AUTHORIZED DISTRIBUTOR		
Include Sartorius, Mettler Toledo, Ohaus, Denver, A & D, Acculab, Oxford.	<input checked="" type="checkbox"/>	

QUALITY STANDARDS		
BS EN ISO 9001:2000 Registered	<input checked="" type="checkbox"/>	
Site audit quality checks.	<input checked="" type="checkbox"/>	
Detailed ISO calibration service procedures	<input checked="" type="checkbox"/>	

CALIBRATION CAPABILITY AND TRACEABILITY		
UKAS accreditation for weighing equipment up to 1200kg	<input checked="" type="checkbox"/>	
UKAS accreditation for the calibration of weights up to OIML Class E2	<input checked="" type="checkbox"/>	
UKAS accreditation for pipette calibration	<input checked="" type="checkbox"/>	
All service engineers equipped with calibration weights up to and including OIML class E2	<input checked="" type="checkbox"/>	
All calibration weights UKAS calibrated annually	<input checked="" type="checkbox"/>	
Thermometers, Barometers, RH meters UKAS calibrated annually	<input checked="" type="checkbox"/>	

REPAIR CAPABILITY AND SPECIALIST EQUIPMENT		
In house repair capability for all makes including those listed under "Authorized Distributor"	<input checked="" type="checkbox"/>	
LARS software & training for Mettler Toledo current and recent models*	<input checked="" type="checkbox"/>	
Mettler Toledo MinWeigh minimum weight installation software*	<input checked="" type="checkbox"/>	
Service PAC cassette software for earlier Mettler products including PM & AE series *	<input checked="" type="checkbox"/>	
Mettler Toledo current monobloc cell and coil rebuild jigs*	<input checked="" type="checkbox"/>	
Cell rebuild jigs for earlier Mettler products including PM ,PJ,AT and AX*	<input checked="" type="checkbox"/>	
E-LOADER web download Mettler software upgrade capability	<input checked="" type="checkbox"/>	
TRADECAS software for Sartorius products*	<input checked="" type="checkbox"/>	
Password protected service entry codes for Sartorius products.*	<input checked="" type="checkbox"/>	
Earlier mechanical balance repair capability	<input checked="" type="checkbox"/>	
PCB component level repairs on obsolete models where parts no longer available	<input checked="" type="checkbox"/>	

The equipment referred to is mainly for Mettler Toledo and Sartorius products we have a similar capability and equipment for all other leading makes

*This equipment is essential to carry out many fundamental adjustments, cell rebuilds and all electronic repairs