

# Measurement • Calibration • Service

European Instruments with its experience and knowledge in weighing technology, is able to maintain, repair and service all types of balances. This comprehensive knowledge of such a wide range of balances guarantees that our customers can rely on a high standard of quality and expertise from one supplier.



## Our Service Benefits

With the convenience of a single point of contact, we provide a cost effective, quality service, and unrivalled expertise covering all your balance service and calibration needs.

Where calibration to UKAS or ISO 17025 is required, this can be done at the time of the service; this will ensure the balance is properly serviced and calibrated with the minimum amount of inconvenience to the user.



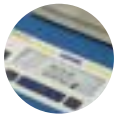
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# Services

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### The Company

Established in 1972, European Instruments has grown steadily to become the leading independent company in the UK that specialises in the supply, service and calibration of balances, weights and pipettes. It has achieved this unrivalled reputation in Supply, Service and calibration through its expertise in precision weighing covering all leading makes.



### UKAS Calibration

European Instruments has been granted accreditation by the United Kingdom Accreditation Service (UKAS) to issue UKAS calibration certificates for weighing equipment, mass and volume. Subject to its stringent requirements, UKAS certificates of calibration form part of the National Measurement System of the United Kingdom.



### Service Benefits

With the convenience of a single point of contact we provide a cost effective, quality service and unrivalled expertise covering all your equipment service and calibration needs.



### Nationwide Cover

Our service engineers are based in well-chosen locations throughout the United Kingdom mainland. Through a central control point at our Oxford head office we respond to our contract customers needs promptly and within specified response times.



### Recognised Quality Standards

Quality Assurance has always received the highest priority at European Instruments and the company is registered to BS EN ISO 9002:1994. Our registered quality system covers all aspects of our business operation and ensures strict adherence to documented procedures.



### Choice of Agreement

European Instruments will provide a tailor-made service and calibration agreement to meet your specific needs or you can choose one of our Service Plans.

**The Standard Service Plan** provides a non-inclusive service at agreed intervals for a fixed price, which can also include certification. Breakdown call outs and spare parts are charged at agreed rates.

**The Managed Maintenance Plan** is particularly suited to the larger user, as it offers a fully inclusive guaranteed maximum price and features a rebate scheme. It reduces paper work and administration time but at the same time the client retains complete control over the maintenance agreement.

We would be pleased to advise you on the most cost effective plan to suit your needs, but whatever you choose you can be assured of the highest standards of quality and expertise.



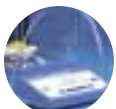
### UKAS Weight Calibration

In our environmentally controlled metrology laboratories, according to strict quality procedures we calibrate mass with traceability back to the National Standard. UKAS certificates are issued on OIML Class F1 up to 10 kilograms and OIML M1 up to 20 kilograms. We can also provide a UKAS calibration service for OIML classes E1 and E2.



### Pipette Calibration

Our EuroCal pipette calibration service offers a full adjustment and repair service for all leading makes of pipettes. This service is available in our environmentally controlled laboratories at Oxford, or for larger users an on-site service is available. UKAS certification is available.



### Instrument Validation

Instrument validation is offered on equipment purchased through European Instruments. The Installation Qualification (IQ) and Operational Qualification (OQ) are confirmed with a UKAS certificate and a Qualification document.



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