



ARRANGING SERVICE WITH ESSCO

Lab Work	Work at your Facility
<ul style="list-style-type: none">• Call 800-325-2201 x112 for a pickup• Issue a packing slip, listing equipment and PO no.• Stage equipment at pickup area with documentation• Essco picks up equipment on arranged day	<ul style="list-style-type: none">• Send list of equipment and PO number to Essco• Arrange for a technician visit with Sue x110 or Manny x118• Coordinate with equip. users, arrange work space• Host Essco technicians and stage equipment for cal

Required Documentation

Documentation is required to ensure you obtain the correct service and meet the requirements of ISO 9001:2008, QS 9000 and/or ISO/IEC 17025. All include wording similar to ISO 9001 that states “purchasing information shall describe the product to be purchased, including where appropriate a) requirements for approval of product, procedures, processes and equipment, b) requirements for qualification of personnel, and c) quality management system requirements.” You need to include:

- The need for accredited service (where applicable) by including the words “**Accredited Calibration or ISO17025**” on the PO or packing list. We need to know this, as there are different performance, documentation and billing requirements for an accredited calibration.
- Statements as to which **quality standard** we are to use and the need for “**NIST traceability**”, so you can demonstrate proper direction being given to your vendors.
- A **purchase order number** (PO) is required to schedule any work at your facility and will be required soon after the unit has been calibrated in our lab.
- **List of equipment** requiring calibration or repairs, including listing probes and adapters separately, as we will not calibrate them just because they are included in the shipment. Temperature probes, modules and adaptors can be used separately from the instrument provided and thus need a separate calibration. These items need to be calibrated, documented and billed separately.
- **Expedite orders** are scheduled upon request and require advanced notice. Equipment details must be provided to Essco by 1 PM on the day of the pick up for overnight or blue streak service.

Repairs and Subcontracting

When we cannot perform required calibrations or repairs, we will request your permission to subcontract the work to another qualified lab. We will endeavor to find accredited labs for your instruments, if required, but cannot guarantee this as many areas are not supported by accredited labs.

Instrument Settings

Calibration requires us to use the instrument in ways different from the settings you have established in your operation. Essco will not be responsible for restoring machine settings/setups/knob positions/programs of test and measurement equipment after the calibration. This can only be done by knowledgeable operators using customer-defined procedures and is beyond the scope of a calibration.

Cycle Changes

Some customers may desire to change their equipment cycles after the calibration is performed. This involves lengthy data and document changes, so we must charge an appropriate fee to complete.

Preparing Equipment for Pickup

Most equipment does not need any special preparation prior to the pickup by Essco. Large equipment will be placed on padding or in totes for safe transport to our lab. Glassware or glass enclosures, thermometers, dimensional tools with sensitive features or finish (thread plugs, pins, etc), probes, tiny instruments, and fragile wooden cases should be protected. The use of provided cases or shipping boxes is encouraged for these items. Ensure that all cases that can open easy (i.e. drawers of pins) are secured from opening with tape or rope. Ask your driver for hints on protecting your equipment.

Preparing for Onsite Technicians

Our technicians will need a clean, well-lit area with 110VAC electrical power and room temperature conditions. Access to instruments will have to be arranged with the equipment users, including any tagout requirements, and a point of contact to supply the instruments to the technicians for calibration during the day(s).