

Preparing for Onsite Calibration Service

In order to ensure the best possible results for the upcoming on-site calibration, a joint effort is required for both organizations to meet our mutual quality goals. Please use this checklist to best prepare for your equipment calibration and remember that the technicians' normal 8-hour day includes travel time to and from your facility.

We ask that the following be provided beforehand for the successful completion of the on-site event:

- A complete and accurate list of instruments to be calibrated.** This will allow us to generate the required documentation and bring the correct equipment, data sheets and technicians to complete the job. This list must include the manufacturer, model number control / ID number, serial number and description of the instruments.
- A list of any specific requirements** for the calibration or the data (set points, profiles, etc.) or changes to calibration cycles.
- Your purchase order number for this calibration event.
- The need to complete any documentation or training beforehand involving health and safety, security, or training required by you to work at your facility.
- NDA (Non-Disclosure Agreement) – If required by customer
- Hold Harmless Agreement. – If required by customer

We also ask that the following be provided on the date of the on-site event:

- The customer must provide an individual to assist by locating and supplying the instrument to the calibration technician and remaining available throughout the visit. This helps us maintain a low profile, minimizes disruption in your facility, and expedites the overall process. This individual will be responsible for either giving permission to disconnect, or for disconnecting leads from systems, or disconnecting and delivering the instrument to our technicians for calibration. The customer is responsible for ensuring that all instruments have been emptied of customers' products prior to calibration. (Note: Essco is not responsible for the installation or set-up of equipment after the calibration or damage due to disconnecting and reconnecting instruments).
- Provide a suitable area to perform calibrations. A clean bench at room temperature & humidity (Temp: 23 ±10°C Humidity: 15 – 75%) with adequate electrical power, lighting, and the ability to use Wi-Fi or internet connection or VPN "guest" access for Essco laptop computer.
- Provide manuals or specifications for equipment that we may require to complete the calibration.
- Provide assistance from operators of unique equipment to expedite and ensure the quality of the calibration process.

Please note: We schedule our technicians and standards based on being able to work efficiently. **A premium rate will be charged if we find there is no assistance, equipment disassembly is required or if the above requirements are not met.** A charge will be applied for pre and post research and documentation creation if applicable. Please refer to the Essco Terms and Services available on our website. By working together, we can make this a cost-effective and convenient process for all.



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Essco will not transport customer-owned instrumentation in non-commercial vehicles. This includes vehicles driven by our on-site technical team and sales team. In many cases, the technicians and salesmen do not go back to the laboratory each day. Also, non-commercial vehicles do not carry the appropriate insurance to cover potential loss or damage of customer equipment. Essco's customer service, sales and on-site technicians will gladly assist you in scheduling pickups via Essco vans.

For on-site service, Essco is usually scheduled months in advance. Please contact your coordinator to get the current availability at 800-325-2201, or the numbers below.

On-site scheduling responsibilities are assigned based on the first letter of your company name.

Manny Causland
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Sue Bugden
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Scott McCarthy
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smccarthy@esscolab.com
Customers: #'s, K, L, N

Your calibration certificates are available in the EsscoNet portal after each on-site event. To request access, please contact your on-site coordinator. EsscoNet web portal: <https://www.esscolab.com/services/essconet/>