



## 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 a 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 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).
- Hold Harmless Agreement.

### 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 speeds 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. (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:  $23 \pm 10^{\circ}\text{C}$  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 be 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, convenient process for all.

**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, they do not have vehicles equipped to safely transport customer instrumentation.

Essco customer service, sales and on-site technicians will gladly assist you in scheduling pickups via Essco vans.

**Thank you for your business.**

**Sue Bugden**  
On-site Coordinator

**Manny Causland**  
On-site Business Manager

**Tom Thomas**  
On-site Technical Manager

**Customers A-L Contact Sue x110      Customers M-Z Contact Manny x118**  
**1-800-325-2201 to schedule your on-site calibration early enough for preferred days.**