

# Total Care Services



## Calibration • Repair • Validation



### Force Measurement

Calibration services on all major brands of Force Gauges, Torque Gauges and Test Stands.

### Balances, Laboratory Equipment & Calibration Weights

Calibration on all major brands of Balances.



### Industrial

Calibration on all types of Industrial Scales including Floor, Counting, Tank, Hopper, In-Motion, Checkweighing, and Explosion Proof.

### Crane & Truck Pad Scales

Calibration services on Crane Scales, Dynamometers up to 100,000 lbs and Pad Scales to 50,000 lbs.



**THE SCALE PEOPLE, INC.**

SUBSIDIARY OF S.P.I. LTD.

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# The reality of scale calibration services!

The most basic rule of scale calibration is the most often overlooked. It is also the most obvious. All scales, balances, and force gages will go out of calibration from several different reasons including; **voltage surges, shock loading & general usage**. As a result, you may be losing more than you think. All of the items listed above are out of most companies control. How do we determine the right interval?

Please use the following guide:

Hours Used Per Day	Recommended Number of Visits per year
1 Hour or less	Once (Accuracy may not as important)
1-2 Hours	Twice (Manufacturer recommendation)
3-4 Hours	Quarterly (Accuracy critical)
5 or more	Monthly (Accuracy extremely critical)

# Why should you have your equipment calibrated?

## 1. Continuous Use

After a period of time, the weighing element has a tendency not to return to its' original position. When this occurs, the scale will display inaccurate weights. Regularly scheduled calibration can prevent weighing errors.

## 2. Quality Control Purposes

Calibrating your scale verifies that your company receives the correct weight from a supplier or vendor, and also verifies that you are sending out the correct weight to your customers or suppliers. Companies can waste money by not having their scales checked for accuracy.

## 3. ISO Verification

Having your scales checked on a yearly, quarterly, or even monthly basis helps to meet companies ISO requirements.

## 4. Protection of Equipment

Scale equipment checked on a scheduled basis will more likely have a longer life. Preventative maintenance is recommended by all scale manufacturers.

# We calibrate and/or repair the following equipment:



Industrial Scale calibration up to 20,000 lbs



Crane Scale calibration up to 100,000 lbs



Pad Scale calibration up to 40,000 lbs



Force Measurement calibration up to 5,000 lbs



Laboratory calibration and repair services



Torque calibration up to 800 ft lbs



Weight calibration and verification services

# Types of Signatures Services Offered

## Regular Calibration Agreements

Includes calibration to manufacturer or customer specifications or Handbook 44.

Services to include the following:

- Clean and inspection of equipment
- Testing of equipment for accuracy
- Calibration of equipment with weights traceable to "NIST"
- Preferred scheduling for service agreement customers
- 5% discount on parts and 10% discount on labor rates
- Special service rental rate applies to equipment that can not be repaired on site
- Auto renewal



## Preventive Maintenance Calibration Agreements

"Routine maintenance can save your company both time and money. Reducing down-time helps to keep your business fully operational, while equipment which is running at its top performance can extend the life of the product exponentially." (Sartorius Megatronic Division)

Includes all that is offered in our "regular agreement outline above plus the following:

- Breakdown of the equipment
- Inspection of all internal parts
- Includes ISO calibration Certificate

## Weight Calibration or Verification

We offer 2 services for weight calibration

- Micro mass Certification ISO traceable through our UMass program
- Weight verification; weight compared to NIST traceable standard

## Installation and Commissioning

We'll install your equipment, even if it is not purchased from us. Your equipment will be configured to meet your requirements, following the installation your team is professionally trained on how to operate all the equipment.



## Validation

Installation qualifications includes:

- Scale/balance record
- Setup validation
- Scale/balance specifications
- Calibration weight information
- Linearity & corner load verification
- Reproducibility

Operating Qualifications include:

- Leveling
- Corner load
- Linearity
- Calibration procedures and menu settings
- Maintenance & repair log
- Performance qualification log

## Repair Services

*The Scale People can be your single source for industrial weighing equipment maintenance and repair. We represent over 36 manufacturers, use OEM parts, and service all brands of weighing equipment in a cost-effective manner to quickly get you up and running.*

- Same day service in most areas
- Large inventory of parts
- Certified technicians
- Rentals available for equipment that can not be repaired on site

# We've gone green!



# Introducing the paperless Gravity Program

A state-of-the-art service software package

- Easy access to your equipments history
- Insures integrity of documentation produced
- At completion of calibration an electronic certificates can be emailed
- Allows remote access by our technicians to review up to date, accurate information about your equipment and processes
- Web access to your account including: services performed, certificates, equipment standards



Featuring brand new ISO Calibration Certificate. Now available electronically.


## Service Process

We quote customers with a nonbinding Signature calibration agreement

The Scale People Inc. will provide the following services:

*(Equipment must be in proper operating condition)*

- Test equipment for accuracy
- Calibration of equipment with weights traceable to N.I.S.T
- Clean and inspection of equipment
- Calibration Sticker
- Preferential Scheduling for Agreement Customer
- 5 % discount on any parts required
- 10 % discount on service labor rates
- 50 % discount on rental equipment
- Automatic renewal of agreement

<b>THE SCALE PEOPLE, INC.</b>	
MODEL	
CAL. DATE	
TECHNICIAN	
 <b>FOR SERVICE &amp; CALIBRATION CALL</b> VA 800-964-1535 MD 800-451-9593	

Featuring brand new protective film calibration labels to ensure the integrity of your information.

 The Scale People, Inc. 4000 South Gate Road Suite 100 Northridge, CA 91324 Phone: 800-964-1535 Fax: 800-451-9593		<b>QUOTE</b> QUOTE # QUOTE DATE QUOTE VALID THRU
Customer Name	Address	City/State/Zip
Phone	Fax	Mobile/Cell
<b>Signature Calibration Agreement</b> I, _____ of _____ do hereby certify that the above information is true and correct. I understand that this is a non-binding agreement and that I am responsible for providing accurate information. I agree to pay for the services described herein. I understand that the calibration is performed in accordance with the ISO 9001:2008 standard. I understand that the calibration is performed by a technician who is trained and certified in the use of the Gravity Program. I understand that the calibration is performed using weights traceable to N.I.S.T. I understand that the calibration is performed using a handheld PC. I understand that the calibration is performed using a protective film calibration label. I understand that the calibration is performed using a non-binding signature calibration agreement. I understand that the calibration is performed using a non-binding signature calibration agreement. I understand that the calibration is performed using a non-binding signature calibration agreement.		
Customer Signature	Date	

Here's how we work and what to expect:

- We call to ask for a convenient time to come out and calibrate your equipment
- We send out our factory trained technicians to your facility. They will follow our ISO Standard for Calibration and Verification
- Utilizing the Gravity Program on their handheld PC they record your equipment calibration information.
- After the job is completed, the technician will get an electronic signature from the customer.
- We can email the copy of the work order along with the calibration certificates to the customer.
- At any time customer can go to our website and download old calibrations certificates, invoices and Standards used.





# Services on the following types of equipment:

## INDUSTRIAL SCALES

In-Motion • Check Weighing • Drum Filling  
Explosion Proof • Floor & Bench • Counting  
Crane & Dynameters • Tank & Hopper

## LABORATORY EQUIPMENT

Balances • PH Meters • Moisture Analyzers  
Filter Weighers • Animal Weighing • Controllers  
Test Weights • Thermometer

## OTHER EQUIPMENT

Medical Scales • Force Measurement • Torque Testers  
Price Computing • Load Cells • Truck Scales  
Network Systems • Pinch Gauges

# Services on the following major manufacturers and more:



## MISSION STATEMENT

Our mission is to exceed our customers' expectations through innovation, quality of work, on-time delivery of services and repairs.

To build a long-term partnership based on accountability, reliability, honesty, and integrity.

We take great pride in being one of the easiest companies to do business with.

## THE SCALE PEOPLE, INC.

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