

## Calibration Service and Repair at Casella USA

### Introduction

CEL Instruments has been a quality supplier of acoustic products for over 25 years. We design, manufacture and service our equipment to U.S. and International Standards (ANSI and IEC). We endeavor to provide our customers with the level of after sales support and service that they should expect from a "world class", ISO 9002 manufacturer.

Most users of our products are required to maintain the integrity of their measurements by having their instruments periodically checked by an appropriate traceable source. To CEL, calibration means more than just the validation of the sensitivity of an instrument to a traceable acoustic source - it means verification that the instrument functions as per its original specification and continues to provide the performance required by the international standards. To support that need, CEL maintains a calibration and repair laboratory at our USA head office in Amherst, New Hampshire. At this facility, we maintain a range of equipment capable of providing traceable calibrations, conducting complete functional checks on current instruments and diagnosing faults on earlier models.

All of the test instruments used at Amherst have Calibration Certificates traceable to National or International Standards (NIST in the USA or NPL in the UK). Calibration and manufacturers functional checks are performed using traceable test instruments and following established company procedures.

### Operation

To proceed with a re-calibration or repair, we need to have your instrument(s) returned to Amherst together with a Purchase Order authorizing the work to be done. We do not use RMA numbers; just return your instrument(s), suitably packed, with all batteries removed. Be sure to enclose a copy of your P.O. together with a brief description of the action required.

Actions might include simple re-calibrations at the end of the initial warranty period and at regular intervals thereafter. A one year period is recommended for the re-calibration of most acoustic instruments to ensure that they have maintained accuracy and are functioning correctly. If the instrument is operating satisfactorily and only needs to be recalibrated, the charges can be obtained by fax or telephone.

If performance problems are reported or detected during the re-calibration and functional testing, there may be additional charges to return the instrument to its proper operational condition. We will advise you of any repair charges, which will be in addition to the standard fee for re-calibration. A written (or faxed) quotation will be provided to the customer for the repair work to enable an amendment to the original P.O. or a new P.O. to be produced and sent to the Casella USA Service Department.

Further work on the instrument will not proceed until your written authorization is received. This will eliminate any confusion regarding the invoice and will allow prompt payment for the services rendered. Charges for repair are based on the time to isolate the cause of the problem, the cost of replacement parts and the labor to conduct the repair. The isolation of the failure is frequently the most expensive part of the service cost.

Occasionally, it may, in the opinion of Casella USA (CEL Instruments), be economically impractical to repair a piece of equipment. This decision will take into account the age of the individual unit plus its probable condition and reliability after the work is carried out. Microphones, for instance are not only fragile but we find them impractical to repair. In these cases, the customer may choose not to have the instrument repaired and possibly to purchase the current equivalent unit instead. In most cases a small trade-in allowance may be offered for the older instrument against the purchase of a current and new unit. Whether the instrument is repairable or not, CEL will have incurred the off time consuming effort of evaluating and diagnosing the instrument. CEL reserves the right to charge for the labor expended so far even if you decide not to proceed with the repair or not to purchase a new instrument.

### Output information

A Certificate of Calibration will be provided for each re-calibration. That certificate certifies that we are using the same procedures used during the instrument's original manufacture to assure the instrument's performance to the applicable standards. A current list of recalibration charges for most CEL acoustic products and many Casella products is available upon request from the Sales Department at Amherst, New Hampshire. Please contact us at 1 (800) 366-2966 if you require a copy prior to the return of your instrument(s).