

Suspension of calibration services for used measuring devices

Dear Customer,

From November 1st, 2020, PeakTech Prüf- und Messtechnik GmbH will change the handling of the calibrations that were previously carried out at our partner laboratories. In this letter, we would like to explain the reasons for this to you, as well as give you some clues that should help you with future calibrations.

First of all, we would like to point out that nothing will change in the production of the measuring devices and, above all, not in the subsequent calibration / adjustment. These are processes that we continue to carry out as part of our quality assurance (QA) and we guarantee compliance with the measured values for measuring devices that you purchase from us. Of course, no costs will be charged for this QA calibration in the future either. You are purchasing a new measuring device that was calibrated on the production date. Most models come with a factory calibration certificate that confirms this in writing.

What changes only affects the calibration services that are carried out in the accredited calibration laboratory for a fee.

Previous process of a calibration order to PeakTech Prüf- und Messtechnik GmbH

Our calibration services before November 1st, 2020 included the preparation of the offer, the acceptance of the measuring devices, forwarding to a partner calibration laboratory and the handling of the process. In any case, you as a customer bought the calibration service from us, whereby we mostly only acted as an intermediary.

Our decision to change the previous procedure from November 1st, 2020

Some changes have occurred over the past few years that have made the previous process uneconomical for us and our customers. These include the following factors:

- On average, the calibration laboratories have longer throughput times. At this point in time you are in the phase of confronting this problem.
- The requirements of customers are becoming more individual. Certain calibration points are often required, which slows down the overall offering process.
- The additional costs that arise for our dispatch and the handling of each measuring device add up to the calibration price for the customer.
- Many of our customers already have their own laboratory, so the number of calibrations that we have handled has become something of an exception.

Our decision is therefore no longer to offer calibration services for used measuring devices, but to refer our customers directly to the laboratories - without detours and at no additional cost for you.



How to find a suitable calibration laboratory

A big advantage for you is the possibility of entering into a direct partnership with a calibration laboratory. Individual conditions, the local proximity and other services of the laboratory can be of interest to you, especially if you have to regularly calibrate several measuring devices (even from different manufacturers).

You can first see which laboratories are in your area and seek direct contact. The second point of contact would be e.g. the database of accredited bodies (DAkKS) ^[1] in Germany. The calibration laboratories, which we can recommend ourselves, can be found under ^[2] to ^[3], see below.

A calibration laboratory will probably ask you the following for the preparation of the offer:

- 1) The model name of the measuring device
- 2) Should a factory calibration (also called ISO calibration) or a calibration according to DAkKS be carried out?
(DAkKS is usually more expensive and is not required in most cases.)
- 3) Are there guidelines for the measuring points or should the laboratory make this decision itself?

[1] <https://www.dakks.de/content/akkreditierte-stellen-dakks>

[2] <https://www.esz-ag.de/>

[3] <http://www.messtechniknord.de/>

-PeakTech Prüf- und Messtechnik GmbH-

October 2020

