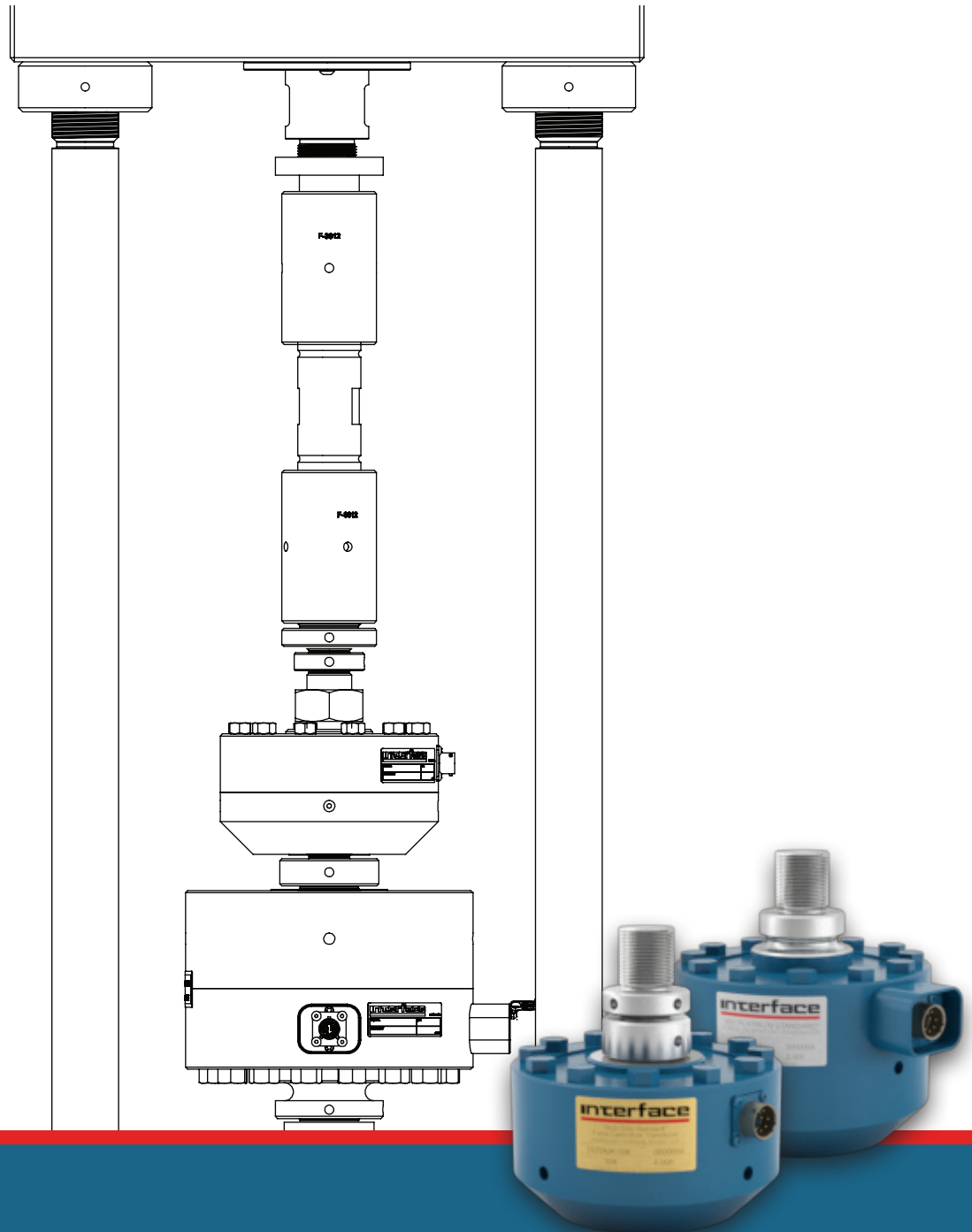


# Interface

## Calibration & Repair



Calibration & Repair v1.0 08-30-2023

# Why Choose Interface for Calibration and Repair Services?

Interface provides calibration and repair services on load cells and other force measurement devices from nearly any manufacturer. We perform more than 100,000 calibrations annually on devices shipped to Interface for recalibration, as part of the post-repair process, or on devices newly manufactured by Interface. Repairs include a complete evaluation of the device prior to repair and a turnaround time of 7-10 days or less, including calibration.

## Tiered Calibration Services Program

We know our customers are unique and this includes their requirements for calibration services. Interface is the first in the industry to offer Tiered Calibration Services to help meet each customer's needs and quick turnaround requirements. There are 4-Tiers in the program: Standard, Gold, Platinum and Custom.

## Calibration Experts

- ISO 17025 Accredited
- 50+ Years of Calibration Experience
- Calibration of All Manufacturers Load Cells
- 100,000+ Calibrations Performed Annually
- Custom Calibrations to Meet your Needs
- IPerform Service Software for RMA, Tracking and Permanent Archive of Test Data
- NMI Certified Gold and Platinum Standard Reference Load Cells
- Interface Gold Standard Calibration Software Used for Data Collection & Analysis
- Full-Service Machine Shop for any Mechanical Requirements

## Force

- NIST/NMI Traceable Calibration
- 2 gf – 1 Million lbf Calibration Capability
- (9) Hydraulic & (5) Deadweight Test Stands to Support Your Calibration Requirements

## Torque

- 0.022 – 100K in-lbf Capacities
- NIST Traceable to 2.2K in-lbf
- NMI Traceable 2.2K – 100K in-lbf

## Customer Service

- Highly Trained & Dedicated Professionals
- Quick and Timely Response
- Expedited 2-3 Business Day Service Available

## Repair Services

- Comprehensive repair services on load cells, force and torque transducers
- Basic repair services for industry standard force and torque transducers
- Dependable 7–10 day or less turn around including calibration
- Connector replacement\* for any manufacturers load cell
- Complimentary transducer evaluations

## Interface is ISO 17025 | A2LA Accredited

A2LA Accredited for Torque and Force Calibration in accordance with the recognized International Standard ISO/IEC 17025:2017. Interface calibration certificates are the most complete in the industry. Certificate information includes tabulated measurement variables data, zero balance, computed nonlinearity and hysteresis, and traceability statements. A2LA has accredited INTERFACE, INC. for technical competence in the field of Calibration. An accredited certification is offered at a nominal charge. Interface's laboratory is accredited in accordance with the recognized International Standard ISO/IEC 17025:2017 General Requirements for the Competence of Testing and Calibration Laboratories. This laboratory also meets the requirements of ANSI/NCSL Z540-1-1994 and any additional program requirements in the field of calibration. This accreditation demonstrates technical competence for a defined scope and the operation of a laboratory quality management system.

# Interface Calibration and Repair Services

With 50+ years of combined experience calibrating and repairing load cells and 95,000+ calibrations performed annually, Interface is dedicated to providing the best possible service to our customers. Our A2LA ISO 17025 accredited calibration lab, located in Scottsdale, AZ, understands the criticality of proper calibration and traceability, and has the experience and expertise necessary to meet your exacting needs.

We offer the broadest capability and highest quality of calibration and repair services available and can service equipment from just about ANY manufacturer for the following devices:

- Load Cells
- Load Pins
- Load Buttons
- Load Washers
- Rotary Torque Transducers
- Reaction Torque Transducers
- Crane Scales and Dynamometers
- Rod End Load Cells
- Tension Links

## Calibration Experts

Calibration is important based on many different factors, including continued performance, safety, and compliance with ISO or industry specific standards. Interface's standard recommended calibration interval is 12 months. The frequency of calibrations should be determined by the customer based on the following factors that may affect measurement accuracy:

1. Measurement quality and allowable tolerance range
2. Level of stress to which the equipment is subjected
3. Stability of past calibrations
4. Required measuring accuracy
5. Quality assurance requirements

Once these factors are established and the stability of past calibrations are reviewed, the customer may then establish the calibration frequency:

1. Per ASTM E74 Standard
2. Normal Use – Calibration every 12 months
3. Severe Use – Calibration on a quarterly to monthly basis
4. Special Service – As recommended after consultation with an Interface Technical Service team member



## Why Interface Calibration Services?

### Every Interface Calibration Service includes:

- Interface uniquely offers the largest range of calibration services to meet our customer's specific needs.
- Our tiered services provide options for fast turn-around and expedited services to meet urgent requests.
- We are precision experts. Accuracy is fundamental in everything we do and we guarantee it!
- Regular calibrations help to comply with ISO and quality standards.
- Save money by ensuring machine components work properly and are delivering to the highest standard.
- Planning for maintenance and calibration reduces downtime costs and continued performance.
- Interface is a convenient single source with one-stop replacement for damaged or failing transducers.

Interface is the world's trusted leader in technology, design, and manufacturing of force measurement solutions. Let us help you to define the right program that provides the right support for you. Call today or learn more by visiting us at

[www.interfaceforce.com/calibration-repair](http://www.interfaceforce.com/calibration-repair).

### STANDARD

- Certified Calibration Service by Our Experts
- 7-10 Business Day Turn-Around-Time\*
- Domestic and International

### GOLD

- Standard Services with Certified Calibration Service by Our Experts PLUS
- Enhanced 5-7 Business Day Turn-Around-Time\*
- Return Shipping in Interface Specialized Pelican™ Case for Safety and Storage
- Free 2-Day Express Return Shipping for Non-Freight Weights - US Only

### PLATINUM

- Gold Services with Certified Calibration Service by Our Experts PLUS
- Expedited 2-3 Business Day Turn-Around-Time\*
- Urgent 24-Hour Services
- Shipping in Interface Specialized Pelican™ Case
- Free 2-Day Express Shipping for Non-Freight Weights Both Directions - US Only
- Pick-Up and Delivery - US Only

# Calibration Service Tiers to Meet Your Precise Needs

**Customers choose Interface**, the leader in force measurement solutions, for all their calibration and repair services. Our dedicated resources average more than 100,000 services every year for tension, compression, system calibrations, ISO 376, and ASTM E74. We ensure our customer's load cells are always performing at premium accuracy levels.

## Tiers for Calibration Services

**Our Calibration Service Tiers of Standard, Gold, and Platinum** are designed for your exact requirements. With every service, you can expect exceptional service, accuracy and certification of our work - guaranteed!

Every Interface Calibration Service includes:

- Accredited and ISO 376 and ISO 17025 Certified Calibration
- Easy Online RMA (Return Merchandise Authorization) Creation with Interface's IPerform Service software
- Detailed Performance Evaluation
- IPerform Service Data Archive
- Real-Time Tracking Online through IPerform Service for All Requests
- Interface Guarantee and Warranty

Service Tier	Standard	Gold	Platinum	Custom
<b>CALIBRATION</b>				
Standard Calibration	✓	✓	✓	✓
Accredited Calibration	✓	✓	✓	✓
Gold Standard Calibration	✓	✓	✓	✓
ISO 376 Calibration	✓	✓	✓	✓
<b>ADMINISTRATIVE SERVICES</b>				
Online RMA Creation	✓	✓	✓	✓
Calibration Data Archive	✓	✓	✓	✓
Customer Asset Management		✓	✓	✓
Calibration Schedule Management	✓	✓	✓	✓
Automated Service Reminders - US Only	✓	✓	✓	✓
Transducer Health Monitoring - US Only	✓	✓	✓	✓
Order Status Tracking in Real-Time	✓	✓	✓	✓
Automatic Email Updates - US Only	✓	✓	✓	✓
<b>PRODUCT HANDLING</b>				
Shipping Specialized Storage Case		✓	✓	✓
Standard Service 7-10 Days TAT	✓			✓
Enhanced Service 5 Days TAT		✓		✓
Expedited Service 3 Days TAT			✓	✓
2 Day Return Only Shipping		✓		✓
2 Day To and From Shipping			✓	✓
Shipping Docs Auto-Generated and Scheduled Pick-Up			✓	✓
Concierge Pick-Up Service			✓	✓
<b>REPAIR SERVICES</b>				
Evaluation Report	✓	✓	✓	✓
Warranty Service	✓	✓	✓	✓
<b>ADDITIONAL SERVICES</b>				
Managed Inventory				✓
Urgent Repair Request			✓	✓
Replacement Discounts				✓
Planned Annual Maintenance				✓
<b>Guaranteed Turn-Around-Times (TAT) Interface In-House Service Time</b>	7-10 Days	5 Days	3 Days	Customized
<b>CUSTOM SERVICE REQUESTS AVAILABLE WITHIN ALL TIER SERVICES</b>				

*\*Turn-around-time (TAT) is calculated by time in-house at Interface location for calibration service or repair - US Only.*

## Force

Services Offered	Standard	ANSI Z-540.1 MIL-STD-4562A	ASTM E74	ISO 376
Tension & Compression	✓	✓	✓	✓
Dual Bridge	✓	✓	✓	✓
System Calibrations	✓	✓	✓	✓
Extra/Custom Points Available	✓	✓	✓	✓
Interface NMI Traceable Cal Cert	✓	✓	✓	✓
A2LA / ISO 17025 Accredited		✓	✓	✓
Lower Load Limits			✓	
Calibration Coefficients			✓	✓
Calibration Curve Fit Graph			✓	✓
ISO 376 Class 0.5 <500 lbf				✓
ISO 376 Class 1 >500 lbf				✓

## Torque

Services Offered	Standard	ANSI Z-540.1 MIL-STD-4562A	ASTM E2428
Clockwise & Counter-Clockwise	✓	✓	✓
Dual Bridge	✓	✓	✓
System Calibrations	✓	✓	✓
Extra Points	✓	✓	✓
Interface NMI Traceable Cal Cert	✓	✓	✓
A2LA / ISO 17025 Accredited		✓	✓
Lower Load Limits			✓
Calibration Coefficients			✓
Calibration Curve Fit Graph			✓

## Repair Services

Interface offers repair services for damaged or suspect load cells with highly trained and experienced repair technicians. Each load cell is fully inspected and tested in order to diagnose the problem(s). Following our evaluation, we will provide you with a list of issues and our recommendation(s), proposing the most cost effective solution for you.

- Complete complimentary evaluation prior to repair and calibration
- Connector replacement on any manufacturers' load cell (subject to connector availability, excludes welded connectors)
- 7-10 business day turn-around time (includes calibration).

To learn more or request calibration or repair services, please complete the form below. In order to complete this form you will need the following:

- The model name and/or number of each device.
- The serial number of the item(s) you want services.

Once submitted, you will receive an RMA (Return Material Authorization) number, which is required to accompany all devices sent in to the service department and help track the progress of your request. 2-3 business day expedited services available for an additional fee of \$140.00/device, please call to confirm service length if repairs are required.

# Interface Calibration & Repair

- Tension & Compression
- Dual Bridge
- System Calibrations
- Extra/Custom Points Available
- Interface NMI Traceable Cal Cert
- A2LA / ISO 17025 Accredited
- Lower Load Limits
- Calibration Coefficients
- Calibration Curve Fit Graph
- ISO 376 Class 0.5 <500 lbf
- ISO 376 Class 1 >500 lbf
- Clockwise & Counter-Clockwise

*Interface force measurement calibration and repair services performs more than 100,000 calibrations and repairs annually.*

**To learn more about the Interface products or force measurement solutions call 480-948-5555.**

**Interface is the world's trusted leader in technology, design and manufacturing of force measurement solutions.**

**Our clients include a "who's who" of the aerospace, automotive and vehicle, medical device, energy, industrial manufacturing, test and measurement industries.**

Interface engineers around the world are empowered to create high-level tools and solutions that deliver consistent, high quality performance. These products include load cells, torque transducers, multi-axis sensors, wireless telemetry, instrumentation and calibration equipment.

Interface, Inc., was founded in 1968 and is a US-based, woman-owned technology manufacturing company headquartered in Scottsdale, Arizona.