

Tiered Calibration Services Program

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

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

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

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.

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