



GAGE APPLIED TECHNOLOGIES, INC.
1 PROVOST, SUITE 200
LACHINE, QC CANADA H8S 4H2
Tel: (800) 567-4243 Fax: (800) 780-8411
www.gage-applied.com

Calibration Service Program

Description

Gage Applied Technologies, Inc.'s Calibration Service Program enables you to maintain your product at ISO Standards and our manufactured specifications. Trained technicians using approved procedures and calibrated equipment perform our tests.

Calibration Options

1 Year: Entitles customers who require re-calibrating their Gage board product, at any time after purchasing the product, provided the product has not been discontinued. The Standard turn-around-time (TAT) for this Calibration Service is ten (10) working days. In the case that the customer would like to expedite the TAT, an extra charge of \$250.00 US will apply.

3 Years: Entitles customers to send their Gage board product back to the factory for re-calibration twice – once at the end of first year after purchase and once at the end of the second year after purchase. This option must be purchased at the time of your initial order. The standard TAT is five (5) working days.

5 Years: Entitles customers to send their Gage board product to the factory for re-calibration four times – once at the end of each year for four years from the purchase date. This option must be purchased at the time of your initial order. The standard TAT is five (5) working days.

Calibration Features

To ensure your product maintains its performance here are a list of steps that are achieved to attain Calibration verification and approval:

- Full Quality Verification including detailed verification sheet
- Full Performance Verification
- Complete CompuScope Automated Test (CS-ATE) Report
 - This test verifies over 1000 performance specifications to ensure the accuracy of your product.
- Certificate of Calibration recorded in-house



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Benefits of Returning your product to be Calibrated

- Ensuring that your product is in top operating performance and keeping your ISO standards up to date with:
 - New Complete CS-ATE Report
 - New Certificate of Calibration
- Service scheduling: allows you to minimize the turn around time for the calibration process by scheduling when would be the best time to return your product to not incur any “downtime”.

Important Information about our Calibration Policy

- *Shipping Information:* It is the customer’s responsibility and expense for the packaging and shipping of their product(s) to Gage’s factory. Gage at its expense will return the product(s) to the customer upon completion of the Calibration procedure.
- *Product requiring repair:* In the case the product returned is in need of repair the customer will be contacted and sent a quotation for the repair cost provided the product is no longer under warranty or has been mishandled. The Calibration testing will not commence until the repair work has been approved. The turn around time will then start from the date the product was repaired and not the date that the product arrived at our factory.
- *Product has been modified:* If the product has modified without Gage’s approval, Gage may require that the modification be removed to be able to calibrate accurately. The customer may be liable for any costs incurred by Gage due to the modification.

Customer Procedures for Returning their Product

- The customer will receive a Calibration Expiration Notice at least one month prior to the Calibration expiration date.
- The customer is responsible to contact a Gage Technical Support Technician to make the arrangements to return their product for calibration certification.
- The Technical Support Technician will issue you a Return Merchandise Authorization (RMA) Number to return your product to the factory after verifying your Calibration Service Contract number (for the 3 Year and 5 Year Service options), or after receiving your purchase order. You will also be sent the RMA paperwork and the shipping procedures via facsimile shortly thereafter.