

## Why choose **THE SCALE PEOPLE, INC.** for Total Care?

- ✓ ISO/IEC 17025 accreditation for both on and off site service ensuring regulatory compliance
- ✓ Calibration reports that help you meet compliance requirements with GLP, ISO, GMP, FDA, ASTM, CLEA, CAP, Advance Pharma, BRC, and SQF
- ✓ Factory trained technicians that are able to calibrate and repair all brands. These vital services extend the life of your equipment, reduce production downtime, and allow optimal performance
- ✓ Calibration and repair services on industrial, process weighing, and laboratory equipment
- ✓ Auto data collection during calibration
- ✓ Technicians always call to schedule convenient time for your calibration services
- ✓ Representing 35 manufacturers, therefore no middleman markup on parts
- ✓ Easy appointment scheduling through our e-mail system
- ✓ One free emergency service call (single piece) in first twelve (12) months of the agreement
- ✓ Get accredited with our free seminars
- ✓ Certified small veteran owned business

**100% Customer satisfaction or you don't pay us!**



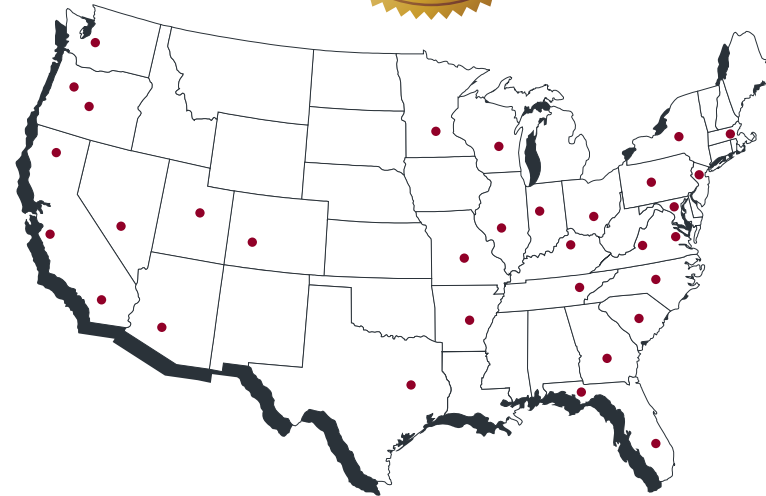
## Easy **Coast-to-Coast Service**

The Scale People has created a service infrastructure designed to provide complete certified service at your facility or in our lab. World class service is our goal and we achieve this by being a customer centric, customer driven organization.

From scheduled service and preventative maintenance contracts to emergency repairs, you can count on The Scale People team to keep your coast-to-coast production and equipment running.

In today's economy you have to choose wisely how to spend your dollars.

Our approach is to offer unique programs that bridge the gap between routine cost and your equipment accuracy. The goal, to improve your bottom line. Regular service will ultimately increase your company's profitability.



# ANALYTICAL CARE SERVICES



**CALIBRATION ■ REPAIR ■ VALIDATION**



## LABORATORY

**Online: scalepeople.com OR calpipette.com ■ 800-451-9593**

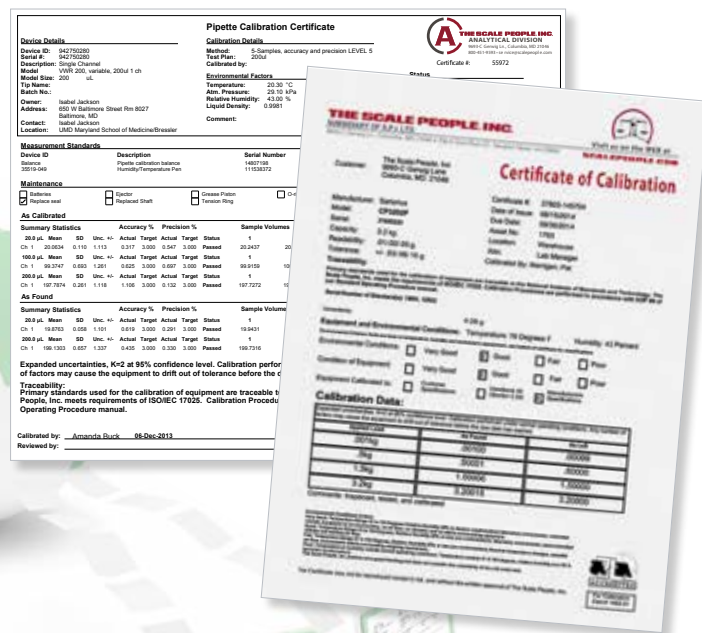
**THE SCALE PEOPLE, INC.**

SUBSIDIARY OF S.P.I. LTD.

# Service Process We offer our customers a signature calibration agreement

## What you can expect . . .

- ✓ We call to ask for a convenient time to visit and calibrate your equipment
- ✓ Our factory trained technicians follow ISO standards for calibration and verification
- ✓ We can email the electronic work order along with calibration certificates upon request
- ✓ Our service technicians record your equipments calibration information, utilizing the paperless **Gravity Program**, a state-of-the-art software package which provides:
  - Easy access by our technician to your current and accurate equipment, process, and account history ensuring the integrity of documentation produced.
  - Instant web access to your account including services performed, certificates, and equipment standards



The new ISO calibration certificate is available electronically and our protective film calibration labels ensure the integrity of your information

# Types of Service Offered

## Regular Calibration Agreements

Calibration to manufacturer, NIST handbook 44 or customer specifications

- Cleaning and inspection of equipment
- Testing equipment for accuracy then calibrate
- 5% discount on parts and 10% discount on labor rates
- Special service rental rate applies to equipment that can not be repaired on site
- Preferred scheduling and auto renewal

## Preventive Maintenance Agreements

Routine maintenance can save your company both time and money. Reducing downtime helps keep your business fully operational. Equipment running at top performance will extend the life of your product exponentially.

Includes all that is offered in our regular agreement outline above plus the following:

- Breakdown of the equipment
- Inspection of all internal parts
- Includes ISO calibration certificate

## Advanced Pharma Compliance Agreement

SQ-min testing processes according to the new USP Chapter 41 and ISO calibration

## Weight Calibration or Verification

- **Weight Verification** - as found readings only, no adjustments made
- **Weight Calibration (ISO)** - adjustments are made, ISO certificate provided
- **Weight Calibration (NVLAP)** - NIST approved lab, ISO certificate provided, adjustments are made

## Installation and Commissioning

We will install your equipment even if it is not purchased from us. Your equipment will be configured to meet your requirements.

## IQQ Validation Services

- Including:
- Installation Qualifications
  - Operating Qualifications

## SQ-min Services

Addressing Chapter 41 of the **US Pharmacopeia** in regards to scales and balances uncertainty budget



Factory trained technicians who are able to calibrate and repair all brands



# ANALYTICAL DIVISION



BALANCES



PIPETTES & LIQUID HANDLING



WEIGHTS



VISCOSITY



MOISTURE BALANCES



BOTTLE CAP TESTERS



TEST STANDS AND FORCE GAUGES

# TOTAL CARE

# REPAIR SERVICES

We represent most manufacturers and service all brands of weighing and measurement equipment in a cost-effective manner.

## Featuring:

- ✓ Same day service in most areas
- ✓ Certified technicians
- ✓ GLP compliant
- ✓ ISO/IEC 17025 accredited
- ✓ Large parts inventory