



How can we help?

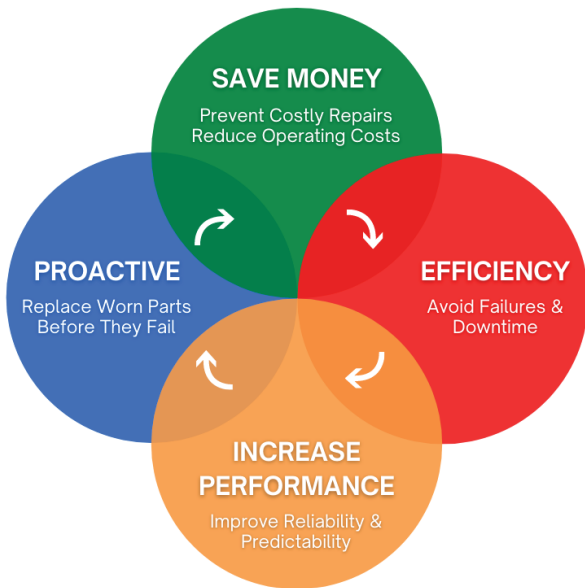
- ➔ Preventive Maintenance
 - ➔ Certification of Calibration
 - ➔ Repair Services
 - ➔ Troubleshooting
 - ➔ Technical Support
 - ➔ Application Support
 - ➔ Replacement Parts
-

ISO 9001 Registered



ISO/IEC 17025 Accredited

PREVENTIVE MAINTENANCE



Proper maintenance of precision testing instrumentation is critical to ensure that the products you manufacture and supply are of the highest quality and within specification. Poorly maintained instruments will result in substandard product quality, increased manufacturing costs and lost business due to reduced customer confidence and satisfaction. Instrumentation that is serviced regularly will extend its serviceable life and prevent costly repairs due to neglect.

Thwing-Albert employs a staff of experienced and knowledgeable service technicians trained to service your equipment so that it meets our stringent standards for quality and reliability. Unlike third-party calibration services, our technicians are equipped with OEM parts that can be replaced at time of service to prevent future untimely failures of the instrument. We work with you to ensure that your service visits are scheduled in an efficient manner to keep your instrument certified.

On-Site Preventive Maintenance Inspection (PMI) with Calibration includes a predefined set of maintenance procedures encompassing the following:

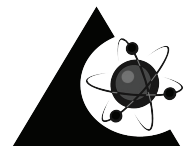
- ☑ Thorough Inspection and Cleaning
- ☑ Verification/Calibration with NIST Traceable Tools
- ☑ Replacement of Worn Parts - up to \$50 Value
- ☑ Electronic Calibration Documents
- ☑ Calibration Label Noting Calibration Due Date
- ☑ Flat Rate Labor and Travel Expenses

- ✓ Multiple Instrument Discounts Available
- ✓ Full Lab Calibration Services Available

Accredited Calibration

Thwing-Albert Instrument Company is an accredited ISO/IEC 17025:2017 laboratory. This accreditation expands our commitment to customer quality by adding to our scope of calibration covering mechanical, dimensional, mass, force, weighing devices and time and frequency instruments.

Please request the full accreditation scope within our certificate, which identifies our accredited calibrations for various measurements.



PJLA
Calibration
Accreditation #73494
ISO/IEC 17025:2017

Preventive Maintenance for Peak Performance!

REPAIR SERVICES

For those times when an instrument cannot be fully serviced on-site, we offer repair services at our facilities. We understand the importance of your equipment to daily operations, and streamline our process to be as efficient and cost-effective as possible. From initial contact to the return of your instrument, our team will keep you advised of our progress and timing of return.

Our technicians can quickly diagnose and repair your instrument to factory specifications. Once the repair is complete, your instrument is fully inspected and tested by our quality department prior to return shipment.

In-House Repair Services Include:

- Complete Service & Repair of All Thwing-Albert Manufactured Instruments
- JDC Cutter Reconditioning
- Calibration Weight Recertification
- Gage Block Recertification
- Load Cell Inspection/Recertification
- Grip and Test Fixture Reconditioning/Repair

REPLACEMENT PARTS

We stock a large volume of commonly used replacement parts that can often be shipped the same day as ordered.

Contact our service department for answers to your questions.

Have your Serial # and Model # available when you call or email.



Support is available Monday - Friday
8:00 am to 5:00 pm (EST)



Phone: 856-767-1000

Email: service@thwingalbert.com



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Request Service