

Service Level	Description of Service
Platinum	<p>Service with all of the benefits of ISO/IEC 17025-2005 accreditation providing procedures and documentation needed for ISO 9000, QS 9000, ANSI Z540 and other quality systems.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Ensuring that all scale system mechanics and/or electronics are in proper working condition. • Checking and/or adjusting scale calibration according to the tolerance limits referenced in the N.I.S.T. Handbook 44 <u>or</u> according to existing calibration guidelines, as specified and as accepted by the customer. • Noting any problems or discrepancies in scale operation or condition on service reports or performance reports. • Calibration sticker affixed to the device • Standard service report describing the work performed. • Reporting of “As Found” and “As Left” calibration results. • Reporting of environmental conditions at time of test. • Creation, electronic storage, maintenance and issuance of Certificate of Calibration. (A separate certificate for each device, with results reported for each test point) • NIST Traceability and notification if mass standards used were found to be inaccurate. • Work performed by Certified Weighing Technician only.
Gold	<p>Services include:</p> <ul style="list-style-type: none"> • Ensuring that all scale system mechanics and/or electronics are in proper working condition. • Checking and/or adjusting scale calibration according to the tolerance limits referenced in the N.I.S.T. Handbook 44 <u>or</u> according to existing calibration guidelines, as specified and as accepted by the customer. • Noting any problems or discrepancies in scale operation or condition on service reports. • Calibration sticker affixed to the device. • Standard service report describing the work performed. • Creation, electronic storage, maintenance and issuance of Certificate of Inspection. (A listing of multiple devices on a single certificate) • NIST traceability of mass standards used during calibration.
Silver	<p>Services include:</p> <ul style="list-style-type: none"> • Ensuring that all scale system mechanics and/or electronics are in proper working condition. • Checking and/or adjusting scale calibration according to the tolerance limits referenced in the N.I.S.T. Handbook 44 <u>or</u> according to existing calibration guidelines, as specified and as accepted by the customer. • Noting any problems or discrepancies in scale operation or condition on service reports. • Calibration sticker affixed to the device. • Standard service report describing the work performed.