

# Recertification & Maintenance Services for Laboratory Analyzers

from Phase Technology

## Phase Technology Recertification & Maintenance Services

### Problem Prevention and Analyzer Recertification to Optimize Workflow

As petroleum producers keep a watchful eye on spending, preventing unplanned expenses makes good business sense. And to fulfill audit requirements, keeping your analyzer's calibration certificate current is a necessity.

Phase Technology's Recertification and Maintenance Service is a great way to safeguard against unexpected downtime and its associated costs, while ensuring optimum instrument performance and maximizing your lab and production uptime.

**Choose one of these three ways  
to secure annual Recertification of Calibration and benefit from Maintenance Service:**

On-Site Preventive Maintenance & Recertification	
<i>A Phase Technology service technician comes to you at your location to perform maintenance and recertification of calibration.</i>	
Lab Analyzer	Autosampler / Specialty Analyzer
\$3990	\$5190

Service Center Scheduled Maintenance & Recertification	
<i>You ship your analyzer to Phase Technology's Service Center for maintenance and recertification of calibration.</i>	
Lab Analyzer	Autosampler / Specialty Analyzer
\$3200	\$4160

Remote Recertification	
<i>You run Phase Technology-provided calibration standards. Phase Technology reviews results of test runs and provides recertification of calibration.</i>	
Lab Analyzer	Autosampler / Specialty Analyzer
\$3500	\$4550

#### What's included in annual Maintenance Service ?

- Complete analyzer inspection including purge and pressure delivery system, optics and test chamber, electronics, tubing and connectors
- Full range of performance checks including cooling system testing, leak tests, pressure control tests, and system diagnostics
- Replacement of critical components most prone to wear (purge pumps, o-rings, etc.)
- Thorough internal cleaning; replacement of filters and desiccant
- Assessment of analyzer performance, Annual Maintenance Checklist and Proactive Service Recommendations Report

#### What's included in Recertification of Calibration Service ?

- Pre-qualification of analyzer condition and eligibility
- Review of analyzer run history and diagnostics
- Test runs using QC samples and Phase Technology ASTM standards
- Analysis and verification of test run results
- Validation and recertification of analyzer calibration

On-Site Preventive Maintenance & Recertification is available in North America only. Scheduled dates are subject to availability. Some conditions may apply. Where applicable, an additional one-time charge may apply for travel beyond standard travel zones. Prices shown are for 70X series analyzers; other models or options may vary.

If analyzer is found to be ineligible for Recertification of Calibration, Phase Technology provides a service estimate to return analyzer to acceptable performance levels.



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# Phase Technology FAQ: Calibration, Recertification, and Maintenance

## *What is calibration?*

Calibration is the act of comparing a test instrument's performance to a known standard. For Phase Technology analyzers, a set of ASTM standard reference samples are used in the calibration process because of their widely tested and known precision. For individual labs, intracompany QA crosscheck samples may be included in calibration.

## *What is a Calibration Certificate?*

A calibration certificate is documented proof that your Phase Technology analyzer is measuring pour, cloud or freeze point according to the manufacturer's specifications. The certificate specifies the allowable deviation from the average measurement over a range of standard results.

Every new Phase Technology analyzer is shipped with a Certificate of Calibration which details the specific customer, serial number, test methods and precision (repeatability and reproducibility), date of calibration, and date for next recertification.

## *Why is having a Calibration Certificate important?*

A calibration certificate is proof of traceability. Traceability is the unbroken chain of comparisons between a test instrument and defined international standards, all having stated uncertainties.

Phase Technology analyzers are calibrated during the manufacturing process and are traceable to ASTM standards. ASTM standards are well recognized and have been quantified in accepted round robin tests.

## *What are the benefits of maintaining current, calibrated equipment?*

Maintaining an up-to-date calibration certificate for your Phase Technology analyzer provides necessary documentation that gives you:

- proof of calibration for quality audits
- traceability to respected ASTM standards
- documentation to satisfy your ISO-9000 or N.I.S.T. laboratory accreditation requirements
- verification and assurance that your analyzer meets required measurement specifications

## *How often does my analyzer's calibration need to be certified?*

Phase Technology calibration certificates are valid for one year. They should be renewed by Phase Technology on an annual basis.

## *Will recertification of calibration prevent my analyzer from needing future service?*

No, not necessarily. Recertification is an official recognition that the analyzer results are within the range of the applicable ASTM method. It's still possible that some parts or electrical components may wear out and need to be replaced.

## *What if my analyzer's results are out of spec with the calibration standards and cannot be recertified?*

Before performing an on-site or remote recertification, Phase Technology pre-qualifies the customer with a set of performance criteria. The customer is asked to provide their control sample data and other documentation. To help reduce this risk, an annual scheduled analyzer maintenance should be performed.

## *What is Phase Technology's recommended analyzer maintenance?*

To keep your analyzer running at peak performance, Phase Technology recommends a regularly scheduled maintenance and operation inspection performed by one of our technicians.

Regularly scheduled maintenance is a proactive, preventive way for you to safeguard against unexpected down-time and associated costs while ensuring optimum instrument performance and maximizing your lab and production up-time.

## *Is Phase Technology Maintenance Service the same as general, routine maintenance?*

No, routine maintenance consists of procedures that are a part of good laboratory practices. These include cleaning the test chamber, sample cup and optic lens. Replacing desiccant and performing certain diagnostic tests are also part of routine maintenance.

Phase Technology Maintenance Service goes beyond regular cleaning and consumables replacement with performance checks and inspection of internal components to prevent potential problems before they develop.

## *What are the benefits of having on-site or service center maintenance?*

Maintenance ensures that your analyzer is running optimally and helps identify possible problems before they cause bottlenecks in workflow:

- assurance that results are consistent and repeatable
- increased production yields
- reduced test errors and analyzer stoppage

## *How often should a scheduled maintenance be performed?*

Phase Technology recommends On-Site Preventive Maintenance or Service Center Scheduled Maintenance be performed annually. For labs with heavier analyzer use, a more frequent interval may be beneficial.