

Ei Weighing

European Instruments with its experience and knowledge in weighing technology, is able to maintain, repair and service most types of balances and scales. This comprehensive knowledge of such a wide range of weighing equipment guarantees that our customers can rely upon a high standard of expertise from one supplier

Balance & Scale Servicing

Are you aware of what you get under your calibration agreement? Most users are not, in the main this can be attributed to the fact that many service providers do not volunteer this information.

Calibration is offered from a variety of sources but in our experience many are ill equipped to carry out even the most fundamental adjustments let alone repairs due to lack of specialist knowledge and essential equipment. This often results in instruments being removed for repair, often by a third party, which will be expensive. In your own interests you should establish that whoever you choose are capable, competent and are equipped to do the job.

Everyone is under pressure to reduce costs and in our experience decisions are often made on price alone. Beware, further down the line you will find out why the price is low when you see the increase in spare parts, repair costs, and corners being cut.

Our company policy for over 34 years is to provide a professional high level of service at fair prices and we can provide many references to support this. Feel free to use the details over the page as a benchmark when considering other calibration service providers. We recommend you always obtain confirmation in writing of any offer.



Company & Organisation

Established in 1972, European Instruments has grown steadily to become a leading independent company in the UK that specialises in the delivery of maintenance and calibration services.

The division is headed up by our Technical Director, who is assisted in the management of the department by our Calibration Manager, and two regional Service Supervisors. The field-based team comprises of 10 multi-disciplined engineers who are based at strategic points around mainland UK. Located at our head office in Oxford, our in-house based team comprises of 5 engineers. The in-house team provides a technical support role for our external engineers, repair service and deliver our internal calibration services for pipettes and weights.

Traceability & Certification Types

To ensure compliance with your own quality systems and have confidence that your instrument is measuring accurately, it is essential that your supplier of calibration services can demonstrate traceability of the standards used. Through documented procedures and calibration certification European Instruments can demonstrate traceability all the way back to the relevant International Standards. We offer 2 choices of calibration certification: UKAS and ISO

Commitment to Quality

Quality Assurance has always received the highest priority at European Instruments and the company is registered to BS EN ISO 9001. Our registered quality system covers all aspects of our business operation and ensures strict adherence to documented procedures.



A "UKAS Accredited Calibration Laboratory" for :

- Weighing
- Pipettes
- Weight Calibration



Shotover Kilns, Old Road, Headington, Oxford OX3 8ST
Telephone: 01865 750375 Fax: 01865 769985
E-mail: balances@euroinst.co.uk www.euroinst.co.uk

w. euroinst.co.uk

e. sales@euroinst.co.uk

t. 01865 750375

Service Features

| BENEFITS INCLUDED | |
|--|-------------------------------------|
| Technical telephone support | <input checked="" type="checkbox"/> |
| Call out response within 24 working hours. | <input checked="" type="checkbox"/> |
| No up front charges, we invoice after work has been completed | <input checked="" type="checkbox"/> |
| Loan instruments in event of instrument repair off site | <input checked="" type="checkbox"/> |
| Free copies of calibration certificates if required | <input checked="" type="checkbox"/> |
| Discounted rates for labour charges, installations, and IQ/OQ validation | <input checked="" type="checkbox"/> |
| Discounts on UKAS weight and pipette calibration* | <input checked="" type="checkbox"/> |
| Discounts on all new products in our catalogue* | <input checked="" type="checkbox"/> |
| Electronic copies of instruction manuals | <input checked="" type="checkbox"/> |
| Advice on calibration, SOP, GLP and legal metrology | <input checked="" type="checkbox"/> |

| AUTHORIZED DISTRIBUTOR | |
|---|-------------------------------------|
| Include Sartorius, Mettler Toledo, Ohaus, Precisa, A & D, Oxford. | <input checked="" type="checkbox"/> |

| QUALITY STANDARDS | |
|---|-------------------------------------|
| BS EN ISO 9001 & UKAS Registered | <input checked="" type="checkbox"/> |
| Site audit quality checks. | <input checked="" type="checkbox"/> |
| Detailed ISO calibration service procedures | <input checked="" type="checkbox"/> |

| CALIBRATION CAPABILITY AND TRACEABILITY | |
|---|-------------------------------------|
| UKAS accreditation for weighing equipment up to 1200kg | <input checked="" type="checkbox"/> |
| UKAS accreditation for the calibration of weights up to OIML Class E2 | <input checked="" type="checkbox"/> |
| UKAS accreditation for pipette calibration | <input checked="" type="checkbox"/> |
| All service engineers equipped with calibration weights up to and including OIML class E2 | <input checked="" type="checkbox"/> |
| All calibration weights UKAS calibrated annually | <input checked="" type="checkbox"/> |
| Thermometers, Barometers, RH meters UKAS calibrated annually | <input checked="" type="checkbox"/> |

| REPAIR CAPABILITY AND SPECIALIST EQUIPMENT | |
|--|-------------------------------------|
| In house repair capability for all makes including those listed under "Authorized Distributor" | <input checked="" type="checkbox"/> |
| LARS software & training for Mettler Toledo current and recent models* | <input checked="" type="checkbox"/> |
| Mettler Toledo MinWeigh minimum weight installation software* | <input checked="" type="checkbox"/> |
| Service PAC cassette software for earlier Mettler products including PM & AE series* | <input checked="" type="checkbox"/> |
| Mettler Toledo current monobloc cell and coil rebuild jigs* | <input checked="" type="checkbox"/> |
| Cell rebuild jigs for earlier Mettler products including PM, PJ, AT and AX* | <input checked="" type="checkbox"/> |
| E-LOADER web download Mettler software upgrade capability | <input checked="" type="checkbox"/> |
| TRADECAS software for Sartorius products* | <input checked="" type="checkbox"/> |
| Password protected service entry codes for Sartorius products.* | <input checked="" type="checkbox"/> |
| Earlier mechanical balance repair capability | <input checked="" type="checkbox"/> |
| PCB component level repairs on obsolete models where parts no longer available | <input checked="" type="checkbox"/> |

The equipment referred to is mainly for Mettler Toledo and Sartorius products we have a similar capability and equipment for all other leading makes

*This equipment is essential to carry out many fundamental adjustments, cell rebuilds and all electronic repairs



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