

Explanations concerning the service form

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1. Calibration and adjustment, DAkkS

- **Calibration and adjustment** (analog measurement amplifiers)
Includes: Determination of the measuring accuracy upon receipt of the device (input calibration), adjustment of the measuring system and determination of the measuring accuracy after adjustment (output calibration) and factory calibration certificate in accordance with DIN EN ISO 9001.

It only makes sense to dispense a calibration with adjustment if a measuring system is not to be used for measurement or is not to be used for precise measurement. In all other cases, we generally recommend input calibration with adjustment and output calibration, e.g. to detect hidden errors.
- **Calibration** (for analog measurement and output amplifiers)
Includes: Determination of the measuring accuracy of the measuring system (input calibration) and a factory calibration certificate in accordance with DIN EN ISO 9001.

The channels to be calibrated are partially selectable (all, amplifier by amplifier, individual), but this depends on the device! The specific selection of channels only makes sense if you only ever actually work with these channels in a single measurement mode. As no automated processing is possible with the dedicated selection of channels, the costs here are calculated according to time and effort. This means that the cost framework of the automated complete solution is usually reached with just four channels.
- **DAkkS calibration**
For customers who require a DAkkS calibration, we offer the 'DAkkS Service Package'. The measuring amplifier is calibrated at the factory and, if necessary, adjusted with subsequent output calibration. The calibration is then carried out in an accredited laboratory.
- **DAkkS traceability certificates of the calibrators**
All imc test equipment in the standard service has a DAkkS traceability certificate. We can supply the certificate as a pdf on request. Note: Only possible in conjunction with calibration or adjustment.

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- **Protocol set for calibration**

List with individual measured values, the test equipment used and a calibration certificate, so that the entire protocol set meets the requirements of DIN EN ISO 17025.

In addition to the "in tolerance" / "out of tolerance" evaluation, the logs provide precise information on each measuring point.

- **Notes**

We recommend carrying out a calibration every 12 to 24 months, depending on the use of the device. Experience has shown that this ensures accurate measurement of the measuring system and documents the quality of the measurement results.

2. Service Check

Includes the system maintenance of our imc devices according to the service interval plan as specified by the manufacturer, as well as a complete function test.

Experience has shown that this work ensures the reliable functioning of the measuring system. Impending damage or overloading that could later lead to failures are usually detected and often rectified without additional expense.

Typical jobs are:

- Check and save the device configuration stored in the imc device including Autostart ¹
- Check against any error messages stored in the imc service database for the device
- System update through hardware updates
- Replacement of wearing parts if necessary (batteries, fan, backup battery, etc.)
- Complete function test of all system components
- Cosmetic repairs e.g. renewal of lettering
- Visual inspection and cleaning from the outside
- Checking the internal supply voltages
 - Test of: UPS function, internal RTC backup battery
- Carrying out the VDE safety test in accordance with DGUV 3 (DIN EN 61010-1)
- At the customer's request: Updating the software to a valid version

1 **Please note:** The measurement data stored on the device will not be backed up! (see shipping instructions)

3. HV test

Includes the repetitive test in accordance with DIN EN 50699 (VDE 0702)

4. Conversion / hardware expansion

On request, we can check which conversion or extension is possible for your device and will be happy to advise you.

5. Cleaning

For appliances that have been contaminated with oils or other hazardous substances, for example, and require special cleaning. A safety data sheet is mandatory for this.

6. Repair with repair flat rates

Includes the repair of all defects found, calibrations and adjustments if necessary and possible, as well as a complete function test. As we work with flat rates for our standard products, we can dispense with a cost estimate. This saves administrative work and reduces processing time.

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7. Error analysis

On request, we offer a pure analysis of damaged devices. We assess the damage - for a fee - determine the repair costs and prepare a cost estimate.

A repair must then be ordered separately according to the cost estimate.

If the device cannot be repaired, we will send it back unrepaired. On request, we can dispose of it professionally at imc.

8. Notes on fault description (repair)

A precise and detailed error description is crucial in order to help you quickly and effectively with your request. Please provide us with all relevant information so that we can analyse the problem in the best possible way.

The following information can help us to analyse the error:

- **Error pattern:**
Explain when and where the error occurs (e.g. only for certain measurements).
For errors of measurement channels, please specify the measuring range, mode and sampling rate.
(The measurement experiment from the imc software can provide us with additional information).
- **Frequency:**
Indicate the frequency of the error (does it occur sporadically or constantly?)
- **Ambient conditions:**
The ambient conditions can have a considerable influence on the functionality of the measurement device. Information on temperature, humidity, temperature changes, shock, altitude and air pressure are therefore very helpful.
- **Exhibition environment/location:**
Please indicate whether the device is used in mobile or stationary mode (e.g. in the laboratory, in the workshop or in a vehicle and is therefore exposed to vibrations).
- **Type of measurement:**
Different measurement methods can reveal different sources of error (short, long, triggered).
- **Power supply**
The type of power supply (AC, DC, power supply unit as well as voltage, current and power) can provide important information, particularly in the event of start-up problems or a complete failure of the device. If necessary, check the power supply in a target/actual comparison.
- **Data sheets and technical specifications**
Data sheets for sensors and other components allow our technicians to take specific technical details into account.
- **Additional information**
Add any other information that you think may be relevant.

9. Express Service

Preferred, fastest possible processing at imc within 5 working days plus shipping.

Further claims are excluded.

Only after consultation and confirmation of the appointment by the imc Service Center. We will get in touch with you. It is helpful if you enter the desired date in the form in advance.

Only possible for imc standard service and on request!

10. Shipping notes

Here are some useful tips that you should bear in mind when sending imc devices to imc.

- **Shipping documents:**
To ensure smooth and prompt processing, we ask that you include the relevant accompanying documents with the package, if possible. These include the serial number, reference number, RMA number, and a concise description of the fault.
- **Measured data:**
Back up all measurement data stored on the device before shipping. We do not back up this data in advance, and it may be irretrievably lost during service work, e.g., during recommissioning.
- **Packaging:**
Make sure that the imc device is packed securely and stably to avoid damage during transportation. Ideally, use the imc system packaging that you received on delivery. Make sure you use sufficient padding material.
- **Addressing:**
Ensure that the address is correct and clearly marked on the parcel.
Also check that all the necessary information, such as contact numbers, is available.
- **Shipping method:**
Choose a reliable shipping method that allows you to track your shipment. This allows you to check the status of the return shipment at any time.
- **Accessories:**
In order to keep transportation costs and packaging to a minimum, please only send the accessories that are necessary for a possible fault analysis with the goods.

Contact imc

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