

Guaranteed  
Lowest  
Price



*Corporate Head Quarters*  
999 Buffalo Road  
Rochester, New York 14624

*Satellite Facility*  
30311 Clemens Road # 5  
Westlake, Ohio 44145

*Your solution partner*



*for all of your quality needs*



UpState Metrology Inc.  
Corporate Head Quarters  
999 Buffalo Rd.  
Rochester, New York 14624

Re: Introduction

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UpState Metrology Inc. would like to present you with a quotation for your calibration and repair needs of your test and measurement equipment for your review. As an UpState Metrology customer you will receive priority customer status (P1 status), you will experience the superior service and technical competence that has made UpState Metrology a local leader in the calibration industry.

As part of this quotation proposal you will receive:

- **Five (5) working days turn around time for all your electrical equipment calibration**
- **Five (5) working days turn around time for all your physical dimensional equipment**
- **On-site services**
- **Recall notification (30 days prior to equipment being due for re-certification)**
- **Free pick-up and delivery service (designated areas)**
- **Free repair estimates**
- **Free loaner units (pending stock allocation)**
- **Non-compliant statements (as needed)**
- **Out of tolerance notifications (as needed)**
- **Mil Standard 45662A (4:1 calibration ratio guaranteed with every calibration)**
- **Certificate of Calibration (CD's available)**
- **UpState Easy Track**
- **Data readings provided when:**
  - A) **Out of tolerance conditions are noted**
  - B) **Requested at the time of service**

#### **On-site calibration services**

Any on-site service request will be handled as a P1 status. Any request must be submitted at least two (2) weeks prior to the date of service. Any special requirements (specific data points, calibration cycles, etc.) must be submitted two (2) weeks prior to the on-site being performed.

It will be the responsibility of the customer to provide our technicians a safe environment to perform these services. As an UpState customer you can have a major impact on any on-site service agreement and time spent on-site. In order to maximize our time on-site please have all units requiring service readily available to insure a steady work flow for our technicians.

All certificates will be printed out at your facility prior to our departure. You can also get your certificates in a CD format at no additional charge. All certificates in a CD format will be copied and sent to you with in five (5) working days for the service being performed.

### **On-site repairs**

Due to the nature of an item-requiring repair; most repairs will be brought back to UpState Metrology's lab for a free estimate. Basic repair may be fixed on-site pending the level of difficulty and troubleshooting involved.

### **Surface plate specialist**

All surface plate calibrations will be handled in the most efficient manner possible using state of the art equipment to insure the highest level of quality. Each surface plate will be quoted to you based on verification only. You may encounter additional fees for the lapping of each surface plate found to be out of tolerance.

### **Depot work**

***Electronic*** items being sent in for depot calibration that do not require environmental stabilization or any repairs will receive a *five (5) day turn around time* (working days). Each item will be picked up and delivered back to you at *no charge* (*pending you are within assigned pick-up areas*). Any special data points or other special requirements must be submitted to us at the time of pick-up or prior to the pick-up date (preferably in writing to minimize any communication challenges that may occur).

***Physical dimensional*** equipment being sent in for depot calibration, due to the environmental stabilization needs, a *five (5) day turn around time* (working days) will apply. Each item will be picked up and delivered back to you at *no charge* (*pending you are within assigned pick-up areas*). Any special data points or other specific requirements must be submitted to us at the time of pick-up or prior to the pick-up date (preferably in writing to minimize any communication challenges that may occur).

### **Expedited services**

We also can provide you an *expedited service* (depot or on-site) dependant on the item(s) and its condition when received, technician allocation, asset allocation and specific customer requirements for the item(s). Please contact us for pricing and arrangements.

### **UpState Easy Track**

When utilizing UpState Metrology, Inc all copies of calibration certificates, data readings, recall notifications and live up to date information is available over the internet via [www.upstateeasytrack.com](http://www.upstateeasytrack.com), this service is free of charge. After you have established an account you will be issued a users name and password to gain full access to this feature. Many customers have been able to implement a paperless system to assist them in maintaining their quality records.

### **Audits**

As with any of our customers you are always welcome to audit UpState Metrology Inc. Please contact us at least two (2) weeks prior to the date you wish to perform your audit.

### **Terms of sale**

Net 30 days. Over 30 days there will be a 5.0% penalty per invoice.

### **Closing**

As always UpState Metrology Inc. appreciates the opportunity to provide you a highly competitive quotation for your service needs and hope to build a long-term relationship with you. If you have any questions in regards to this quotation or our quality policy please contact me immediately at 1-877-420-3854.

***We calibrate and Certify Most  
Types of equipment including***

- Pressure Calibration services
- Dimensional calibration services
- Clamp-On Meters
- Data Loggers
- Dead Weight Testers
- Durometers
- Electrical Calibrators
- Electrical Transducers
- Force Gauges
- Frequency Counters
- Humidity Meters calibration services
- Light Meters
- Manometers
- Megohmmeters
- Micrometers
- Multimeters calibration services
- Oscilloscopes calibration services
- Panel Meters/ Controllers
- pH Meters
- Power Supplies
- Pressure Calibrators
- Pressure Gauges
- Pressure Modules
- Process Indicators
- XY Recorders
- Temperature/RH Recorders
- Scales / Balances
- Stroboscopes
- Tachometers
- Temperature Calibrators
- Dry Blocks
- Ovens
- Pipette
- Thermometers
- Timers
- Torque Gauges calibration services
- Full RF Lab
- Spectrum Analyzers
- Network Analyzers
- Gas Monitors
- On-site services

***We calibrate and Certify Most  
Manufacturers including but not limited to***

- 3D Instruments
- Acculab
- ACL
- Action
- Advantech
- AEMC
- Agilent
- AIM
- Ametek
- Amprobe
- Anritsu
- Ashcroft
- B&K
- Bacharach
- Barnant
- Biddle
- BJM
- CDI
- Chessell
- Cole Parmer
- Commtest
- Cosa
- Defelsko
- Dejon
- Delavan
- Delmhorst
- Deltatrak
- Dickson
- Dielectric
- Digivac
- Druck
- Dwyer
- Eaton
- Electromatic
- Eurotherm Controls
- Extech
- F.W. Bell
- Fisher
- Fluke
- Fowler
- Fuji
- Gas Tech
- General Eastern
- Global
- Gralab Instruments
- Tektronix
- Hanna Instruments
- Hart Scientific
- Hioki
- Honeywell
- Huntron
- Minolta
- Monarch
- Ideal Industries
- IET Labs
- Instek
- Kenwood
- Kessler-Ellis
- Lecroy
- Leica
- Mark-10
- Martel
- Megger
- Meriam
- Mikron Instrument
- Motorola
- MultiVolt
- Myron L
- Newport
- NOSHOK
- Oakton
- Ohaus
- Orion
- Pacer Industries
- Partlow
- Phipps & Bird
- PIE
- Precision Digital
- Prime Technologies
- Quest Technologies
- Raytek
- Red Lion
- Rice Lake
- Rustrak
- Sensidyne
- Shimpo
- SI Pressure
- Sierra Instruments
- Simco
- Simpson
- Sorensen
- Spectronics
- Stanford Research
- SUPCO
- Taylor
- Techne
- Tegam
- Teledyne
- Testo
- Thermo Electric
- Triplet Corporation
- Unomat
- Vaisala
- Wika
- Yokogawa