

# Service Brochure

OFFERING VALUE-ADDED SERVICES THAT ENHANCE YOUR  
PRODUCTIVITY



# Trust the Manufacturer



As a professional who works in validation, quality control/quality assurance, verification, or the like, you understand how important risk assessment is. Every day you work to ensure that your products are functioning properly, and you rely on Kaye equipment

to assist you in those efforts. So why trust anyone else to provide you with service on those products?

Working directly with the manufacturer guarantees that maintenance, repair, and calibrations of your products are being done properly and in compliance with regulatory guidelines.

We take great pride in our line of equipment and are extremely meticulous about how each individual product is built and serviced. When you work straight with the manufacturer, you're getting the highest trained expert knowledge on Kaye products.

From our calibration technicians and field service engineers, to our account managers and customer care representatives, each person at Kaye is given an abundance of knowledge to ensure our customers get the best results from our products.

## 5 Direct Service Locations



1. Pforzheim, Germany
2. St. Marys, PA, USA
3. Fremont, CA, USA
4. Changzhou, China
5. Hyderabad, India

Kaye offers service across the globe with team members in 5 continents and 45 countries. We make it our goal to offer not only the best products and solutions, but also the highest quality service and customer care. We start by offering five service locations that help us in supporting all of our valued customers in thermal validation, environmental monitoring, and cold chain solutions. All EMEA customers can speak with representatives and send equipment to our Pforzheim, Germany laboratory for calibration or service. There we perform detailed calibration procedures on our temperature standards, wired and wireless validation systems, and other wireless probes and sensors.

In Pennsylvania, USA our calibration team does similar calibrations for our customers across the globe. Our U.S. customer service and tech support teams are also located at this facility, ready to answer any questions or concerns customers may come across. On the West Coast of the USA, in Fremont, California, sits one of our field service engineers. This team

member is available to travel and perform on-site maintenance and service.

Our fourth service lab is located in the bustling city of Changzhou, China. This laboratory has dedicated space and equipment to perform the most high-quality calibrations, verifications, and testing on most Kaye products.

Kaye's India lab is located in HITEC City, one of India's largest tech hubs. Similar to our other laboratories, this direct service location offers numerous calibration, verification, repair, and upgrade services to customers.

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**5** CONTINENTS

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**45** COUNTRIES

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## ISO Accreditation

Kaye's Germany, China, India and USA laboratories hold DIN ISO 17025 Accreditation, a prestigious distinction that indicates our labs demonstrate the highest standards and competency in generating valid results across the entire Kaye product line. Furthermore, the accolade guarantees the high-quality standard of accuracy in thermal, pressure, and humidity calibration.

Pharmaceutical and biotech businesses that rely upon calibration from 17025 accredited labs can have all their work done in one seamless process through a Kaye laboratory. Working with our team also gives customers more flexibility in cooperating internationally with clients that expect this high standard of verified equipment. With expertise in all areas of calibration, the Kaye labs are able to perform temperature calibrations from -196°C to 420°.



# Calibration and Services



As the manufacturer, we maintain laboratory accreditation according to ISO 17025 and provide both "in-house" and "on-site" service options using our modern high-precision calibration facilities and high-end lab equipment. We offer complete product support for the life of your Kaye equipment – going beyond typical calibration to provide customers with the highest quality of calibration and repair services. A timely calibration schedule assures accurate and reliable product performance and maximizes equipment uptime and productivity.

## KAYE VALIDATOR – FACTORY CALIBRATION

- Validator calibration includes calibration of up to 4 SIMs
- Verification of all input channels and communication ports
- AS-FOUND adjustment and AS-LEFT calibration with certification
- SIMs – AS-FOUND adjustment and AS-LEFT calibration of the internal cold junction references



### KAYE IRTD-400 – INTELLIGENT TEMPERATURE STANDARD – FACTORY CALIBRATION

- ISO AS-FOUND and AS-LEFT certificate includes multiple calibration points from -196°C up to 420°C
- Calibration accuracy down to 5 mK
- Annealing process at a maximum of 420°C for a minimum of 15 hours to release sensor element stress and to offer more stability and improved performance between calibration cycles
- We always adjust and reprogram the IRTD internal calibration coefficients over the full range



### KAYE VALPROBE DATA LOGGERS – FACTORY CALIBRATION

- High-accuracy ISO AS-FOUND and AS-LEFT calibration at various calibration points for temperature, humidity and pressure
- Adjustment of internal coefficients to achieve optimal reading
- Includes free replacement of Lithium batteries and O-ring gaskets



## Service Agreements

Agreement programs designed to meet your critical calibration and maintenance needs. Our Maintenance Agreement programs go beyond normal calibration procedures offered by other third-party calibration houses and offer additional value, services, and long-term reliability that only the manufacturer can provide.

### KEY BENEFITS\*

- High accuracy laboratory accreditation according to ISO/IEC 17025
- Customized plan offers annual or semi-annual calibrations with on-site or factory services
- Factory-trained and certified technicians perform all calibrations and repairs
- Quantity discounts based on the number of instruments
- Discount on any required repairs (Labor and Parts)
- 10% discount on all current and future hardware/software upgrades
- Ability to lock in pricing on long term contracts (up to 3 years)
- Simplified RMA process and delivery prioritization

\*Not all options are available in every country. Please contact a Kaye representative for more information on specific services available in your area.

# In-House Calibrations

Kaye performs in-house calibrations on all Kaye equipment in our ISO 17025 accredited laboratories. Our calibration technicians will calibrate your Validator AVS, ValProbes and real-time ValProbes, RF ValProbes, and IRTD temperature standards. Having the manufacturer handle your calibrations offers many benefits:



Factory-trained and certified technicians perform all calibrations and repairs



Guarantee that each calibration is done properly and to the highest standards



Traceable results, including as-found



Highest level of data integrity with all equipment



Backed by expertise and service only the manufacturer can provide

# On-Site Service

As the world leader in the measurement and sensing industries, Kaye draws upon many technologies and resources to provide our customers with the highest quality of calibration and repair services. We provide field service options to our customers. Our field service is handled by highly-trained and skilled service engineers. We offer field service for the following product lines:

- Kaye Validator
- Netpac and Netpac II
- IQ/OQ

## OTHER SERVICES:

- Calibration
- Maintenance
- Field Services
- Product Upgrades
- IQ/OQ
- LabWatch Services
- Training
- Repair



# IQ/OQ Services

The Installation Qualification/Operational Qualification Protocol defines a set of procedures to ensure that our equipment is properly installed and operated according to Kaye recommendations, and adequately documented and controlled according to cGMP requirements. The documents are provided in hard copy and electronically, allowing users to modify the documentation to suit specific organizational requirements.

## ALLOW KAYE TO PERFORM IQ/OQ FOR YOU

### Benefits

- Kaye tech support can perform IQ/OQ at customer site or our facility
- IQ/OQ at our facility is available for Validators, ValProbes, and RF ValProbes
- Save significant time by allowing our team to execute the IQ/OQ
- Ensures procedure is done professionally and properly

Customers can also purchase the documentation and perform the IQ/OQ themselves. However, by having our professionals perform the IQ/OQ, customers will save time and money.



# Upgrades

## SOFTWARE

Kaye is committed to developing the best thermal validation systems available. In doing so, we continue to improve existing products while developing new solutions. For the convenience of our customers, we permit the installation of Kaye validation software on multiple workstations, provided the computers are used within the same company.

System upgrades are available on our website for download, allowing easy access for our customers anywhere in the world. A secure login is created for each user to allow customers to easily download and install the software, including IQ/OQ addendums.

## PRODUCT UPGRADES AVAILABLE:

- Validator AVS
- ValProbes
- LabWatch
- IQ/OQ (adendum)
- Validation Reference Binders (adendum)

## FIRMWARE

Authorized firmware copies are available only through Kaye or a Kaye Authorized Service Center for download.



ValProbe®



ValProbe® RT



Validator® 2000



Validator® AVS





RF ValProbe®



RF ValProbe® II

## On-Site Training

We pride ourselves in being available to support our clients before, during, and after they've purchased Kaye equipment. If you are using Kaye equipment and would like training for your employees, we can schedule an on-site or virtual visit to suit you. Our technical instructors can assist you with all your training needs in the format,

location and pace that works best for you and your team. Our courses range from introductory level to in-depth product classes with practical hands-on exercises. All courseware is coordinated with the most recent product updates and features. On request, we offer product specific on-site training courses to meet your particular needs.

## Kaye Accredited Lab Details

### DOCUMENTATION ATTESTING PRODUCT PERFORMANCE

Our calibration facilities hold a variety of laboratory accreditations and certificates of approval for quality management systems. The accreditation guarantees a high-quality standard and verified accuracy in our calibration lab for the Kaye product line.

Our validation laboratory in Pforzheim, Germany, is accredited by the "Deutsche Akkreditierungsstelle GmbH" in accordance with the recognized International Standard ISO/IEC 17025. DAkkS is the national accreditation body for the Federal Republic of Germany.

Our laboratory in St. Marys, PA, US is accredited by the National Voluntary Laboratory Accreditation Program

(NVLAP) in accordance with the recognized International Standard ISO/IEC 17025 and ISO 9001:2000. NVLAP is an American National Institute of Standards and Technology (NIST) program.

Our China laboratory holds ISO/IEC 17025 accreditation by the China National Accreditation Service for Conformity Assessments (CNAS) and by the Certification and Accreditation Administration of the People's Republic of China (CNCA) for our China calibration laboratory.

Our laboratory in Hyderabad, India is accredited in accordance with the standard ISO/IEC 17025 from the National Accreditation Board for Testing and Calibration Laboratories (NABL). NABL is a national accreditation body for India.



Validator AVS

IRTD

ValProbe RT

V2K

# Rental Solutions

With expert knowledge coming straight from the manufacturer, Kaye gives customers personal assistance and recommendations when ordering rental equipment. Our goal is to ensure that you're given the right products that will assist you in completing your project on time.

- Large rental fleet gives customers options to serve their needs quickly
- Backed by expertise and service only the manufacturer can provide
- Products are maintained with latest software/firmware versions
- Global company with ability to serve customers anywhere
- When rental is completed, each system is verified at factory and customer receives "As Found" report
- Systems are reset and data cleaned to ensure customer data integrity and privacy is maintained
- Customizable solutions with flexible, cost-effective contract terms
- Option to have Validator AVS and ValProbe RT systems qualified and prepared with IQ/OQ supporting documents

## WHY CHOOSE RENTAL

Sometimes purchasing new equipment just isn't in the budget. Oftentimes it's quicker and more affordable to

rent instruments as needed. This allows you to pay as you go and keep capital spending to a minimum.

Additionally:

- Short and long-term rental agreements assist in unexpected projects or changes in project requirements
- Rentals allow you to be fully operational with up-to-date equipment when unforeseen challenges arise
- It's the best way to test equipment before purchasing

## FLEXIBLE AND COST EFFECTIVE

We've designed our rental programs to be flexible and customizable. Whether you need one data logger or an entire validation system, we've got you covered. Our customer care team will even work with you to extend your contract if you incur an unexpected reason to need the equipment longer.

We provide customizable and affordable options, including:

- Monthly and weekly rental options
- No upfront deposit or minimum commitment/contract
- Rentals invoiced monthly and can be shortened or extended easily
- Quantity discounts based on volume

# RMA – Return Material Authorization

Kaye has a dedicated team of technical support and customer care representatives who will assist you should you need to return any of your equipment. As the manufacturer, we are able to guarantee that your equipment is handled properly and with the utmost expertise.

Common reasons for returning equipment include:

- Annual calibration
- Software upgrade

- Maintenance/Repair
- IQ/OQ Execution

Users simply fill out the RMA form on our website, [kayeinstruments.com](http://kayeinstruments.com), and then will be contacted by a customer care representative with instructions on how to return the equipment. Should users have any questions throughout the process, our team is available by phone or email during normal business hours.

**Visit our website:**

**Kaye representative contact:**

**Request a demo:**

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**Warranty and disclaimer:** The information mentioned on documents are based on our current tests, knowledge and experience. Because of the effect of possible influences in an application of the product, they do not exempt the user from their own tests, checks and trials. A guarantee of certain properties or a guarantee for the proper suitability of the product for a specific, especially permanent application can not be derived from our data. Liability is therefore excluded to that extent permitted by law. Any proprietary rights of third parties as well as existing laws and regulations must be observed by the recipient of the product on his own responsibility.

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