

Service Programs

Veriteq provides services to support our precision monitoring and validation systems. For more information on the following programs, contact your local [Veriteq representative](#).

- Rental Loggers for Short-term Projects
- Training, Validation, and Installation Support
- Cost-saving Calibration Plans
 - [Calibration](#)
 - [Extended Warranty](#)

Rental Program

Renting data loggers often makes sense for those with short-term projects such as mapping or validation. Most customers achieve their goals with the minimum one-month rental period. We provide attractive rates for your short-term projects. [Contact us](#) to receive a same-day quotation.

Rental with Option to Purchase

If your need for equipment goes beyond a brief rental period, you may want to consider a rent-to-purchase option. A portion of your rental price can be applied to owning best-in-class data loggers. One hundred percent of the first month's rental and 50 percent of subsequent months, up to 50% of the list price, can be used towards your purchase. [Contact us](#) for details about your particular system.

On-site Training, Validation & Installation Support

On-site train-the-trainer services ensure your viewLinc monitoring installation is performed without hassle. The hands on assistance you receive ensure an effective knowledge transfer so your in-house staff can handle future configuration changes. While onsite, we can also execute the Veriteq software IQ/OQ protocols.

Following onsite training, Veriteq provides remote support via email, phone or Webex.



Calibration Plans—Lowers your costs and gives protection from future price increases

Well-maintained systems ensure that your equipment is [calibrated](#) and up to the job you expect.

Veriteq's calibration plans are designed to maintain its [high standards for accuracy](#) with annual calibration of your data loggers. The program is easy to follow because we provide reminders and a method of moving your data loggers into and out of calibration. Known measurement accuracy over time and fail-safe records are some of the important reasons you chose Veriteq. [Sample Temperature & Humidity Calibration Certificate](#).

Veriteq's 3-year and 5-year prepaid calibration plans are a cost-effective opportunity to invest in calibration at a significant savings.

- Reminders when the next calibration is due, avoiding missed calibrations and "out-of-cal" equipment
- Fixed price budget avoids future calibration service price increases and the need to seek budget approval each year
- Known long term cost of ownership for up to 5 years
- Calibration lab accredited to A2LA for ISO/IEC 17025 and ANSI/NCSL Z540-1 standards. ([Calibration equipment](#).)
- Each data logger is returned with its own A2LA accredited NIST traceable certificate, showing accuracy before (as found) and after calibration

Onsite Temperature Calibration

Calibrations are typically performed on a yearly basis. While most customers send their data loggers to Veriteq's in-house calibration lab, those with larger systems may find it more practical to have Veriteq come onsite. This has the benefit of minimizing disruption to the system, and completing the calibrations quickly. Humidity loggers are calibrated only at the factory. Please [contact us](#) for details about on-site calibration.



Extended Warranty

Veriteq will repair or replace all covered Veriteq data loggers requiring service, subject to certain conditions, for a 3-year period beyond the product's original standard two-year manufacturer's warranty.

The extended warranty program applies to data loggers that are less than two years old from the date of initial purchase with special pricing offered if the Plan is purchased within the first 30 days of acquiring the system.

- Extends original two-year warranty by three years
- Saves costs over per-incident repairs
- All inclusive warranty service, parts and labor, by highly trained Veriteq technicians
- Calibration lab [accredited](#) to A2LA for ISO/IEC 17025 and ANSI/NCSL Z540-1 standards
- Each data logger is returned with its own A2LA accredited NIST traceable certificate ([sample](#)), showing accuracy before (as found) and after calibration

Why is Veriteq the only company to state 1-year accuracy?

All suppliers state the accuracy of their equipment when it leaves the factory. But what happens to accuracy after six months or a year? The fact is it will be different because all sensors experience drift. Typically, you only know how much your sensors have drifted until the next calibration. But this is too late if a sensor is out-of-spec. Veriteq data loggers are the exception.

We take the time and implement the processes to give you peace of mind about the accuracy of your equipment one year later. Our calibration specification (1-year accuracy) is only way to remove the risk of out-of-spec performance in your controlled environments one year later.



What equipment is used for calibration?

Veriteq performs routine relative humidity and temperature calibrations accurately and economically. Calibrations are done in a specially insulated and temperature-controlled RH environmental chamber designed for uniform air circulation and temperature and humidity stability.

We use a Thunder Scientific [Model 2500ST-LT](#) "Two Pressure" Humidity Generator with a rated NIST-traceable RH accuracy of $\pm 0.5\%$ RH over a range of 10% to 98% RH. The chamber can be programmed for any RH over this range at temperatures between -10°C to 70°C .

Additionally, Veriteq employs a completely independent system (an RH Systems/MBW Calibration [Model 373 Dew Point Mirror](#)) to verify results and provide the highest possible level of assurance that calibration results are correct.

Why should I calibrate my Veriteq data logger?

Every type of sensor becomes less accurate over time. Component ageing, the environment, and handling all have an impact on accuracy. The cost of regular maintenance is minimal when compared to the costs associated with erroneous data, do-over validations, recalls, liability, failed audits, or the impact of out-of-tolerance conditions on products or processes.

For more information, read our [Why Recalibrate?](#) white paper.

