

Rotronic Services



INTRODUCING OUR NEW SERVICES OFFERINGS

- **Calibration**
 - on site
 - at Rotronic
 - lifetime warranty
- **Validation & Qualification**
- **Room & Chamber Mapping**
- **On Site Training**
 - calibration
 - product training



CALIBRATION

Your own measuring equipment management procedures and relevant regulations make regular calibration necessary. ROTRONIC offers you calibration services tailored to your needs and performed either at your premises or in an accredited ROTRONIC laboratory. We will gladly advise and provide a detailed quotation.

Calibration at your premises

ROTRONIC comes to you with the equipment needed for calibration and performs the necessary temperature and humidity calibrations at your premises.

Customer benefits

- **Minimal plant downtime**
- **Direct contact with the specialists**
- **Minor repairs or replacement possible on site**

Calibration at the ROTRONIC laboratory

Rotronic's calibration laboratory in Hauppauge, New York is accredited by NVLAP to ISO/IEC 17025:2005 and ANSI/NCSL Z540-1-1994 standards for the calibration of humidity and temperature.

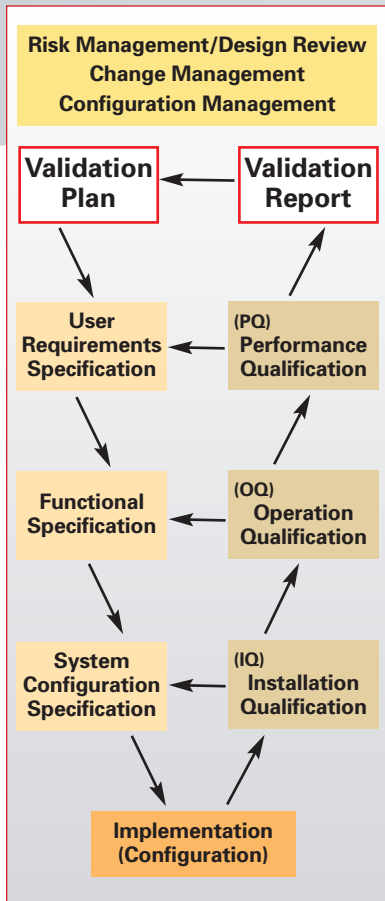
Discuss your instruments and calibration requirements with ROTRONIC today. We will arrange a date with our ROTRONIC calibration laboratory and provide instructions to send the instruments in to the laboratory.

Customer benefits

- **No site visit required**
- **Quick repairs and replacement of probes when necessary by factory trained technicians.**

All HC2 probes calibrated at least once a year at the Rotronic Calibration Laboratory, or calibrated in the field by a Rotronic technician have a Lifetime Warranty. After a Rotronic appraisal, any probe not meeting Rotronic's stated specifications due to a manufacturing defect will be repaired or replaced at no charge to the customer.





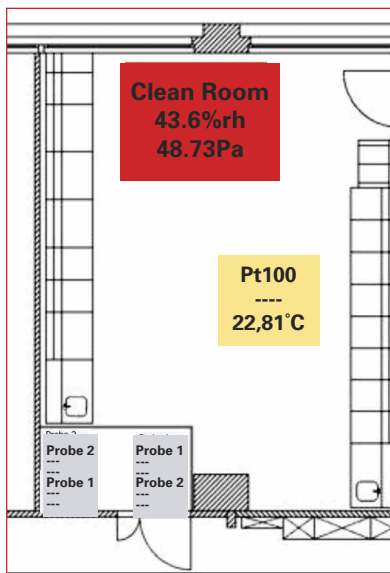
VALIDATION & QUALIFICATION

Global companies are increasingly subject to required international regulations. For example, manufacturers wishing to deliver pharmaceutical products or foods to the USA must fulfill the requirements of the FDA.

Validation includes the provision of documented evidence that a system was planned and produced according to extremely strict quality guidelines, is tested against specifications and has been operated in a qualified manner since it was introduced. Missing information and poorly specified or inadequately tested systems represent a risk and can lead to high maintenance costs and losses in productivity. Validation by a computer-aided system is therefore critical for legal and business reasons. ROTRONIC products, including software, conform to specific FDA requirements, are manufactured according to GAMP and provide a path to validation.

Services offered by Rotronic include:

- Preparation of project related validation plans
- Preparation of IQ/OQ documents
- Preparation of validation reports



TEMPERATURE AND HUMIDITY MAPPING

Regulating agencies continuously monitor the environment of production facilities, their storage areas, and the shipping chain. Environmental mapping regulations are intended to ensure that the product has been manufactured in a consistent environment within accepted standards. It is becoming increasingly important to document these environments with a convincing strategy that is highly traceable. In addition, incorrect temperature or humidity control can result in damage to products and product reputation.

Rotronic Services can assist in the planning, design strategy, documentation and execution of the required mapping studies. Assistance can be provided to determine the number of measuring points to map within the specified area and make recommendations for the time length of the study. Fully trained Rotronic personnel can execute the mapping utilizing documented, fully traceable, calibrated equipment. The mapping data collection system is designed to produce accurate electronic data for inclusion in a final report for review by approvers and inspectors. The final report may also include recommendations on potential improvements to the area configurations or environmental support systems.

Consult with your Rotronic Regional Sales Manager to discuss your mapping needs further.



TRAINING, COURSES & SEMINARS

Calibration seminars

Our calibration seminars are used by customers working in various fields to refresh their knowledge or to learn the basics of calibration.

In half a day you will be brought up to date in the subject of calibration.

You will also be given an opportunity to perform actual calibrations so that you can put your freshly gained knowledge into practice!

Contents

- Principles of humidity and temperature measurement
- Principles of sensor technology and calibration
- How often should/must calibration be performed?
- What are the challenges in calibration?
- Open discussion on your application and suitable instruments

Product training

Are you interested in the principles of humidity, temperature, CO₂, and differential pressure measurement or deciding which instrument is best for an application? Why not attend a ROTRONIC product training course—where you will also learn about influencing factors such as contaminants, pollutants, dust, and solvents.

Not sure how best to apply your Rotronic measuring instruments? Training is available for all our products including our monitoring software—HW4.

The courses are restricted to 10 people! The courses are held at ROTRONIC or at your premises.