



The highest standards in on-site calibration

ON-SITE CALIBRATION SERVICE & INFORMATION PACK

WELCOME!

Caltec is a specialist automotive services company that provides the highest standards in on-site calibration of workshop tools and equipment. We also deliver quality assurance, specialist department audits and related facilities to the motor industry on a national basis.

Caltec is committed to technical excellence, our strength lies in the provision of a reliable high quality service, this way our products can be delivered with the greatest value to both ourselves and our customers

We continually strive to put our principles in action in everything we do: making a difference to people and the industry through performance.

We provide services to a growing number of dealership groups, franchises and independent garages in England, Scotland and Wales.

CALIBRATION SERVICE

Regular calibration ensures the work you carry meets quality standards and your customers experience a safe and consistent service - it is a crucial part of quality assurance and dealership standards.

Caltec offers a comprehensive on-site calibration service for workshop tools and equipment. We developed our calibration service as a direct response to client specified key requirements:

- ✓ To meet franchising standards and dealer standards
- ✓ To maintain simple calibration documentation to meet company and ISO 9000 requirements
- ✓ To restrict calibration to those items of equipment necessary to meet ISO 9000 and other product liability and safety requirements
- ✓ To have minimal disruption - with tools only taken out of use for as long as it takes to calibrate them
- ✓ To have a simple and cost effective pricing structure

Calibration Process

Caltec take care of the whole calibration process from advising when calibration is due through to handing over up-to-date documentation; leaving you to concentrate on your customers and core business.

Customer equipment is serviced on-site through a national network of fully qualified and experienced engineers working from mobile workshops fitted with the latest test equipment.

Calibration visits are arranged and confirmed by our service team who provide a convenient time and date for our engineer to visit your site. As part of the service engineers can give advice on condition of equipment, safety and suitability for use.

If any adjustments are necessary they will be done, where possible, at the time of the visit

Caltec uses a unique and innovative computer based management and control system to streamline data processing, reduce costs and improve responsiveness and quality of information for the customer.

Tool/Equipment Adjustments

Caltec Engineers will examine tools/equipment presented for calibration and give advice on condition, effects on quality, safety and suitability for use. If a tool that fails to meet the recommended tolerance can be adjusted we will do it at the time of the visit.

If a tool fails and cannot be adjusted we will ascertain what is wrong with it and if it's repairable we will assist you (if necessary) to get it back to the manufacturer.

Note: If it's found that defective equipment has been used on jobs prior to testing you will need to determine and ultimately take the appropriate corrective action - this may include recall of the vehicles on which the defective equipment was used. We will provide as much help and information as possible to support the decision making process.

Certification

Caltec provide you with a range of calibration documentation including calibration control charts and high quality certification.

The Calibration Control Chart identifies each piece of equipment by name, the unique tool reference number, the location, a character indicating a pass, fail or adjusted tool, the date on which calibration took place and the date when calibration is next due.

Certification is issued by Caltec against test equipment which has been calibrated in UKAS accredited laboratories and is therefore traceable to National Standards. Caltec certificates provide a unique set of records comprising equipment type, identification, measurement range, tolerance certification dates and pass status.

The certificates also act for you as records of tool performance and should be retained for a minimum of 12 months, or alternatively as specified in your own quality procedures. Along with the option for hard copy certification we give you several options in order to manage your certificate portfolio:

- ✓ Certification by **email** to be stored on your own systems
- ✓ Access to up-to-date records through an **on-line account**
- ✓ A unique **calibration organizer** to store hard copy certificates & related documentation

Information is held on our database for three years should you need to refer to calibration data for any reason.

Tool Equipment Identification

Caltec reference tools with up to ten characters that can if necessary (and with the owner's approval) are engraved on tools and equipment to provide a basis for unique identification.

Each Individual Tool/Piece of Equipment is labelled to show Serial Number, when calibration took place and the date on which it needs to be tested again.

Maintenance of System

Caltec administer the entire calibration process. We will contact clients some days in advance of a recalibration visit to agree a convenient date and time when the visit can take place. This will be followed by a confirmation letter/email identifying the Engineer appointed to carry out the work, together with a list of tools and equipment requiring calibration during the visit.

As part of the calibration price we alleviate the burden of maintenance and administration of the calibration system from Functional Managers and ensure the service provided by Caltec on behalf of clients, is properly documented.

Emergency/Replacement Tools/Equipment

Caltec can provide on the spot replacements for a limited number of tools and equipment such as tyre pressure gauges and tyre tread depth gauges that fail calibration and cannot be adjusted back into tolerance. We offer these items at cost. We are not tool suppliers. We provide this service to ensure that work doesn't stop when tools that fail calibration are taken out of use. We do not profit from the supply of replacement tools and equipment.



E-Mail/Fax-A-Quote

e-mail office@caltec-atc.co.uk Fax 01925 750901

Please fill in the number of items you have for Calibration and e-mail/fax this back to us to enable us to provide you with a quotation. Or e-mail us from our Website, www.calteccalibration.co.uk. Alternatively, to make it easy, why not send us a copy of your current inventory.

From: _____

Company: _____

Tel: _____

Fax: _____

e-mail: _____

MANY THANKS - For more information call 01925750900

Tools Equipment	Qty	6 Mth	12 Mth
SERVICE:			
Torque Wrench		✓	
Tyre Pressure Gauge		✓	
Multimeter		✓	
Amp Clamp		✓	
Tyre Tread Depth Gauge		✓	
Wheel Balancer		✓	
Battery Tester		✓	
Headlamp Aligner		✓	
Temperature Gauge		✓	
Headlamp Aligner Floor Area			✓
Micrometer			✓
Vernier Calipers			✓
Dial Test Indicator			✓
Straight Edge			✓
Feeler Gauge			✓
Pressure Gauge (Fuel/Oil/Brake/Hydraulic/Injector/Turbo/etc)			✓
Compression Tester (Petrol/Diesel)			✓
Vacuum Gauge			✓
Oil Dispensing Gauge			✓

Tools Equipment	Qty	6 Mth	12 Mth
Exhaust Extraction (Hose QTY)			✓
Brake Bleeder			✓
Air Conditioning Unit			✓
Belt Tension Gauge			✓
4 Wheel Alignment Ramp			✓
Refractometer/Antifreeze Tester			✓
VAS6356/5051B Diagnostic Unit			✓
BODYSHOP SPECIFIC ITEMS			
Body Jig Measure			✓
Trammels			✓
Master Rule (1 metre)			✓
Paint Oven Temp Gauge		✓	
Paint Scale		✓	
Spray Pressure Gauge		✓	
OTHER EQUIPMENT (Please Specify)			