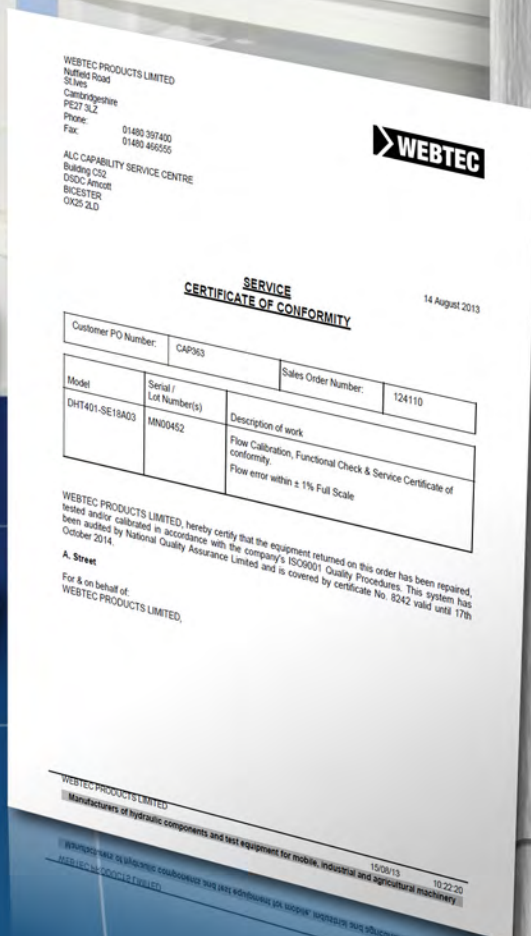




# Maintaining your hydraulic test equipment



# Repair & calibration centre

## Hydraulic measurement and control



Certificate No.8242

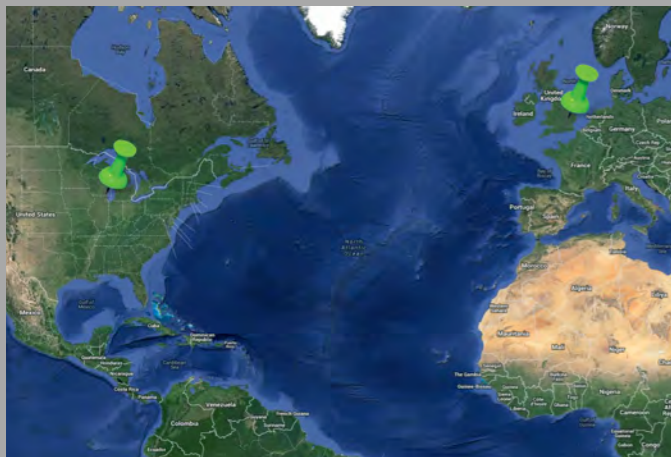
# Webtec's repair and calibration facilities and main services

## Webtec's facilities

Webtec has the facilities to repair 80% of all Webtec hydraulic test equipment and has in-house calibration facilities using hydraulic oil for flows between 1 and 800 lpm and for pressures up to 1000 bar.

## Locations

Webtec has two main locations, one in Milwaukee, WI, USA and the other in St Ives, Cambridgeshire, UK. In addition a number of distributors worldwide can carry out a limited repair service, please contact us for further details.



## Traceability

Webtec calibrates all equipment against known references, that are themselves calibrated annually and our repair and calibration department operates according to our own procedures that have been externally audited to ISO9001 accredited by NQA.

## Certification

Webtec offers three main certificates.

- 1) A Service Certificate of Conformity - This does not include test results
- 2) Certificate of Flow Calibration including a statement of Traceability - which includes flow test results (additional cost)
- 3) Certificate of Pressure Calibration including a statement of Traceability - which includes pressure test results (additional cost)

## Warranty investigation

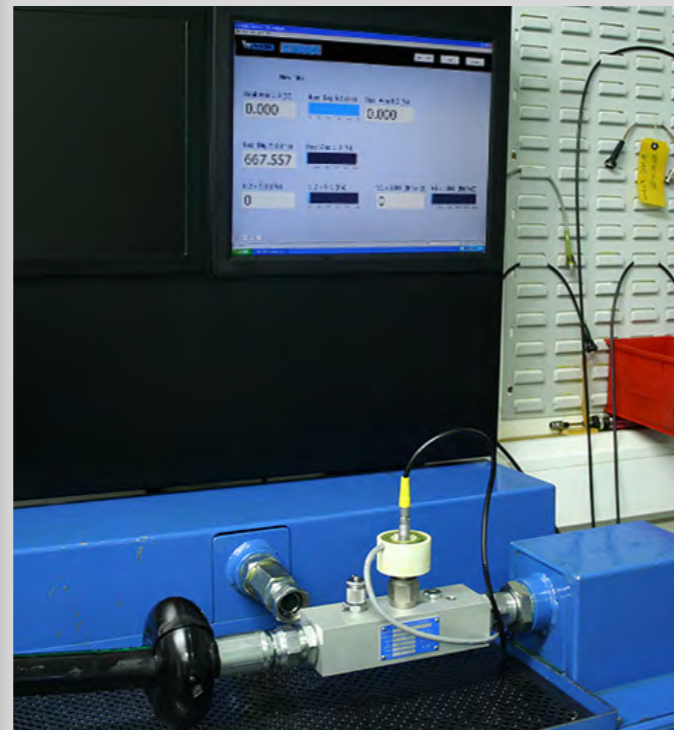
Webtec has exacting quality standards that mean every product is inspected multiple times during its manufacture and all test equipment is 100% tested prior to dispatch.

On the rare occurrence that an issue does arise, Webtec has a rigorous warranty investigation and customer complaint process, which ensures priority is given to items that fail within the warranty period. In the first instance please contact your sales contact to make them aware of the issue. You will be given a returns number that you must mark on the paper work with the item that is being returned for investigation and a case will be opened to manage any remedial and preventative action as part of the customer complaint. You will be kept informed of the progress of your complaint and of the result of the investigation.

## Repair

We have the in-house capability to repair over 80% of the Webtec range of products in less than two weeks from authorisation to proceed to dispatch. All Webtec repairs come with a 3 month warranty as standard. If a unit can't be repaired in house and has to be returned to a third party, you will be kept informed of the progress and alternative arrangements may be made available.

Occasionally, if the equipment is too old and there is a danger that the act of repairing one fault could lead to another fault, Webtec will recommend a unit is upgraded or traded-in.



## Calibration & certification

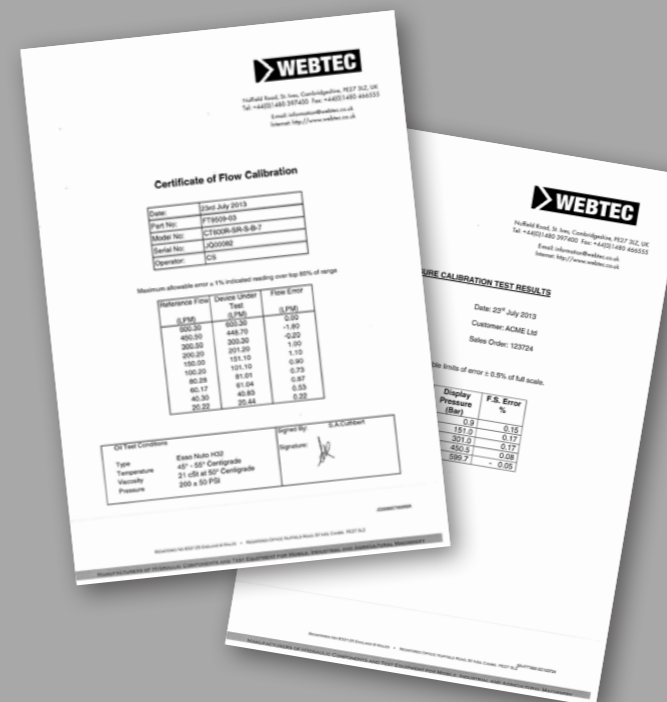
We are often asked how frequently should a piece of hydraulic test equipment re-calibrated?

Webtec recommends that a hydraulic flow meter or hydraulic tester is re-calibrated every 4000 hours or every 12 months, whichever is sooner.

Should you not follow this recommendation and instead decide your own service interval, we suggest you consider:

- The impact on the system and your production if an unscheduled repair is required
- Product usage or duty cycle
- Wear and tear
- System oil cleanliness (Cleaner oil will mean the flow meter will be less prone to wear and so remain within calibration for longer)
- Other operating conditions e.g.: vibration, moisture, heat, dust
- Your own company's ISO9001 recommendation for frequency of calibration

All Webtec test equipment is calibrated against a known reference and a Service certificate of conformity is provided at no additional cost. This certificate only states that the unit passed calibration, but does not provide actual test results. Should you also require a copy of the calibration data this can be purchased separately by ordering a 'Certificate of flow calibration' and/or a 'Certificate of pressure calibration'. Please see our Certificates datasheet for further details.



## Upgrade

Webtec has been manufacturing hydraulic test equipment since 1971 and many units from the 1970's, 80's and 90's are still in use today. Webtec welcomes customers' input into product design, and as we invest in new products, new features are incorporated. For older test equipment, typically more than 5 - 10 years old, we offer an 'upgrade package' which comes with a 12 month warranty as standard. This allows us to replace worn or superseded parts like bearings, transducers and electronic displays. For some customers, especially where the old unit is in relatively good condition, this is more cost-effective and hence preferable to purchasing a brand new unit.



## Trade-in

If you return your used hydraulic tester or flow meter to Webtec, but it subsequently turns out that it is beyond economic repair and can't be upgraded, we will offer a trade-in discount off a new unit.

A trade-in discount is also available if you have a hydraulic tester of a competitor's brand and want to trade it in to purchase a Webtec tester.

# How to proceed...

## How should I pack items for return to Webtec?

Where possible remove any fittings, custom metal work and hoses as these may incur a handling charge if returned with the test equipment.

Ensure the equipment is drained and cleaned of any hazardous substance, such as phosphate esters, and bungs are fitted.

When returning a flow meter, if it's part of a sensor-display set, always return the cable and readout that go with it as this will ensure the whole assembly is tested.

If you are sending multiple items they should be wrapped to prevent rubbing or impact with each other in the box, and packed in suitable packing material to withstand impact while in transit.

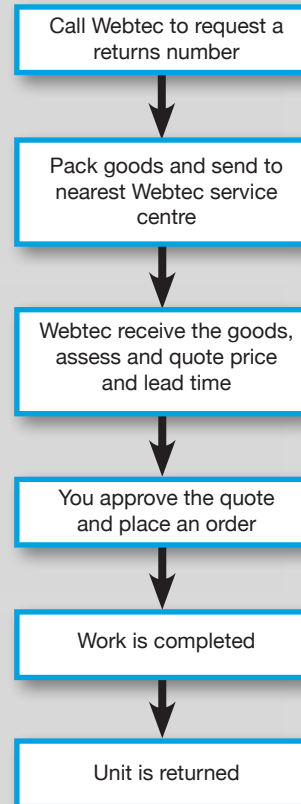
Most importantly mark your returns number on the outside of the box and include a short letter providing an explanation of the problem, if the item(s) requires repair, what work you expect to be done, and your company name, address and contact details.



## What happens if I decide not to proceed with a repair?

If, after a unit has been assessed you decide not to proceed with the repair you will not be charged for the assessment, though a standard shipping fee may be added.

## Repair and calibration process



## Contact us today

Please email or telephone to discuss your requirement, discuss the typical price for the work and book in your equipment with the Webtec repair & calibration centre.



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