

On-site Service by AMETEK Brookfield

Material Characterization At Its Best™



Viscosity



Rheology



Texture



Moisture

AMETEK Brookfield offers on-site service to save you the time and effort of packing instruments and shipping them for repair and calibration. Our trained field service engineers can visit your facility to perform minor repairs, calibration service, and ball bearing retrofits, and provide you with a report detailing what services were performed on each instrument. With advanced notice, you may receive a calibration certificate and a copy of the NIST (National Institute of Standards & Technology). This is becoming an increasingly important requirement for ISO 9000 regulations.

Why Choose Our On-site Service



Minimal disruption in your production



Reduced downtime



No shipping costs or risk of damage in shipment



Expert on-site advice in preventative maintenance



Personal face-to-face service



Our on-site field service engineers can usually service all of your instruments in 1-2 days, depending on the quantity. As an on-site customer, you will also have personal contact with a field service engineer that knows our instruments and your facility, personnel, and specific needs.



Validation (IQ/OQ/PQ)

Some industries require that certain service protocols be followed to comply with federal regulations. Some regulatory agencies, such as the FDA, require that the findings from this protocol be on file for all equipment involved with production and/or process control. Our trained field service engineers are available to quickly bring a unit into service. They are familiar with the instrument validation process, documentation, signature requirements, and the instrument's operation.

Our field service engineers evaluate the condition of the unit to determine likelihood of passing validation protocol. Any required calibrations, adjustments or servicing are performed before beginning the validation protocol to ensure success.

On-site Calibration

We perform complete calibration and servicing of AMETEK Brookfield instruments, Computrac® MAX® and Computrac Vapor Pro® series of moisture analyzers. Annual calibration includes the inspection of all electronic components and full calibration of the instrument and NIST-traceable calibration certificate.



Computrac® MAX®



Computrac® Vapor Pro® Series

Computrac® Technology Transfer

Our experienced field service engineers can assist in developing the optimum parameter sets for your products on your equipment to quickly bring a unit into service. They can complete the required documentation for transferring process control or quality control testing to the new Computrac moisture analyzer from the prior standard equipment. Our field service engineers are trained in application development, reference method testing, and quality control.

We offer our own proprietary, step-by-step Technology Transfer package. This package guides the end-user through the parameter development process to assist in correlating new equipment to established methods.

To learn more about field service for your AMETEK Brookfield instruments, contact our on-site group at 800.628.8139 or email MA-MID.onsite@ametek.com

To learn more about field service for your Computrac® instruments, contact our on-site group at 800.528.7411 or email FieldServiceEngineers.azic@ametek.com