

# Repair/Calibration Request Form

To request repair and/or calibration service, complete sections (1) through (7) of this form and submit it to the distributor from which you purchased the product. For information about how to complete the form, refer to the "Precautions" section of the "Repair and calibration service" page on the Hioki website as well as the Repair and Calibration Service Terms on the same page.

(1) Enter the following information:

Company		Name	
Section		Tel	
Address		Fax	
		E-mail	
Product	Model No.	Serial Number	Included sensors and modules

(2) Enter the following information about the distributor from which you purchased the instrument and from which you are requesting repair and/or calibration service:

Distributor info	Company name:	Tel:
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(3) Software update preferences (circle one):

Software update	Perform    /    Do not perform
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\* As a rule, we update software unless doing so would affect calibrated values. If this approach is problematic, circle "Do not perform."

(4) Check the service you require:

(5) Check the documents you require:

**Hioki standard/recommended calibration** (calibration with adjustment)  
With accuracy guarantee

Regardless of whether the instrument yields a PASS result before adjustment, it will be adjusted for optimal performance. Then the calibration process will be repeated.

Test report before adjustment

No documents required

Test report after adjustment

Calibration certificate

Traceability chart

**Calibration**

Since only certification is performed, measurement accuracy cannot be guaranteed. Only calibration is performed. Once calibration is complete, your instrument will be shipped back to you.

Test report

No documents required

Calibration certificate

Traceability chart

**If the instrument yields a FAIL result** or if the results are close to the accuracy boundary values, have Hioki perform calibration with adjustment service. (Pricing for calibration with adjustment will apply.)

**Repair**

With accuracy guarantee

After your instrument has been repaired, we will perform calibration with adjustment service.

(5) Check the documents you require:

Test report

No documents required

Calibration certificate

Traceability chart

Describe any malfunction or failure your instrument is experiencing in specific terms.

(6) If you require a calibration certificate, enter the following information:

Name on calibration certificate (Enter full company name):

(7) Describe any additional requests:

Specify any documents not listed on this form or special requests.