

**Weighing & Material Handling Solutions**

**Answers to your questions about scale services at Rogan Incorporated.**



**Why do scales need pre-scheduled routine maintenance and calibration services?**

- Confirm scale accuracy and performance.
- Maintain documented evidence of scale accuracy.
- Lower scale out-of-specification liability.
- Avoid non-compliance issues when audited.
- \$\$ Increase profits by reducing product give-away, not to mention costly recalls from consumer shortages.

**Why should I consider Rogan Incorporated for scale services and calibrations?**



- Rogan has been servicing scales in Iowa and Illinois since 1960. Our staff has over 200 years of experience.
- Our reference standards are traceable to NIST and most are audited at least every 90 days for accuracy.
- State of the art mobile technology provides customers clear and concise documentation including pre-inspection and corrected findings including acceptable tolerances, testing procedures performed, and weight certification information.
- Factory training, yesterday, today, and tomorrow.

**NEW!**



*Weight Mass Certifications! We have two NIST certified Metrologists on staff who can certify 25, 50, 500, and 1,000 lbs Class F weight masses.*

**What about meeting the quality standards of our ISO or QS certifications?**

- All service and calibrations are performed in compliance to the rules and regulations set forth by the NIST Handbook 44, NTEP, and or ISO 17025:2005 standards.
- All weight standards used are certified and traceable to the Department of Weights and Measures.
- Service personnel are licensed in the state of Illinois and registered in the state of Iowa to perform installations, service, repairs, or reconditioning of weighing or measuring devices used in trade or commerce.
- We have documented programs such as Safety, Total Quality Management, and we are ISO-17025 Accredited.

**I have a fixed budget, what can Rogan do to help?**

As a Rogan scale service agreement customer, you can count these financial benefits.

- A fixed agreement price per regularly scheduled service visit for one year.
- New scales purchased from Rogan are automatically added to the service agreement at N/C for up to a 1 year.
- Reduced hourly and travel rates (approx. 20% savings) on all non-scheduled service trips.
- Preferred rates on our rental scales.

**What happens when I have a breakdown?**

All service agreement customers have access to the following:

- Service 24 hours a day, 7 days a week.
- 4 service locations, Quad Cities, Cedar Rapids, Des Moines, and Southeast Iowa
- 10 service vehicles for quick response.
- On-hand inventory of over \$ 200,000 and over \$ 10,000,000 immediately available from our suppliers.
- Rental scales in stock and available to help reduce down time.

Visit our online catalog at [www.roganinc.com](http://www.roganinc.com)

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## **SERVICE PROGRAMS**

### **Standard Service (No Traceable Documentation Provided)**

Our standard service provides the customer with pre-inspection and corrected accuracies, visual inspection of equipment and calibration with certified calibration weights. Our technicians will provide a detailed service report reporting their findings, work performed, parts used and recommendations if any. Our policy is to perform all calibrations to meet or exceed NIST Handbook 44 specifications.

### **ISO Level 1 Service (Traceable Document With Generalized Certification Data For All Scales)**

In addition to Standard Contract Service you will be provided with additional information pertaining to the Traceability to our calibration weights. ISO-9000 standards and or your Quality Manager normally require this information. Service to be performed per our ISO-17025 quality manual.

### **ISO Level 2 Service (Traceable Document With Specific Certification Data For Each Scale)**

This is our most comprehensive calibration service and typically is required by QS or ISO – 9000 customers supplying the automotive industry. In addition to Standard and Level 1 service each scale or balance calibrated will have a dedicated calibration data sheet with weight readings recorded as each weight is applied, Increasing / decreasing load test, shift test, temperature and humidity readings at the scale location. A copy of each data sheet is provided for your Quality Manager.

Visit our online catalog at [www.roganinc.com](http://www.roganinc.com)

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