

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?

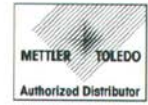
As a Rogan scale service agreement customer, you can count these financial benefits.

- 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.



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SERVICE PROGRAMS

Standard (Scale Test and Calibration Report)

Our standard small scale calibration service provides the customer with a simplified detailed calibration report for each weighing element tested. In this report you will find details including the calibration date and next calibration due date. We indicate if the scale was calibration test was performed at the customer site, or not. The technician responsible for the calibration test is shown along with their credentials. Scale system information is shown displaying all of the associated components by make, model, serial number and capacity. Scale performance is tested and documented as "Repeatability". Another verification of scale performance is determined by a "Shift Test" indicating the type of load cell system which dictates the test procedure to be used. Scale accuracy is documented using an incremental build up and down test showing "As Found" and "As Left" values, you will see results of any span or linearity adjustments made. When applicable a "Strain Test" may be shown. Our policy is to perform all scale calibration tests to meet or exceed NIST Handbook 44 specifications, all processes can be found in our current QMS system. Ultimately we will provide an "Accept" or "Reject" indication for each weighing element. You will be provided with additional information pertaining to the current certification and traceability to our calibration weights used. In ALL cases each weighing system calibrated will have a "Calibration" sticker applied showing the technicians name and credentials, day, month and year the calibration was completed and the 'Next Date Due' showing month and year.

Enhanced (ISO 17025 Calibration Certificate)

This is our most comprehensive calibration service. In addition to the Standard (Scale Test and Calibration Report) each weighing element is tested and calibrated with much more detail as follows;

- *Indicates 'Calibration Procedure Used' specific to our ISO17025 QMS system.
- *Documentation of the environment 'Temp: (F)' where the weighing element was tested and calibrated.
- *Designation of the weighing element 'Condition:' in generality.
- *Expanded 'Repeatability' findings.
- *Actual readings shown when the 'Shift Test' is performed.
- *More detailed 'Increasing/Decreasing' accuracy findings.
- *More detailed 'Strain Test' findings when applicable.
- *Detailed reporting of actual certified weights and devices used to complete the calibration and test.

Visit our online catalog at www.roganinc.com

QUAD CITIES 563-355-2647 • OTHER 1-800-798-6007 • FAX 563-355-8333
P.O. BOX 908, 400 DEVILS GLEN ROAD, BETTENDORF, IA 52722