

February 2019



Instrument Service Centre Guide

Servicing
Calibration
Repairs
Maintenance
FAQs
Pricing



Approved service centre for:



UNDERSTANDING, ACCELERATED



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Welcome

Specialists in the provision of monitoring and detection for over forty years, Shawcity offers expert technical and maintenance services for a wide range of instruments.

We provide you with a complete support package, including:

- In-house maintenance, calibration, servicing and repairs (not just a bump test)
- Peace of mind: Manufacturer-trained and approved technicians so your warranty is protected
- ATEX and UKAS service and calibration available
- Free software and firmware updates included as standard
- Technical support and advice for the lifetime of your instrument
- We even clean your instrument for you - all part of the care and attention to detail we provide.

Annual Servicing & Calibration

Most manufacturers recommend an annual service for instruments, depending on usage. We'll send you reminders when your service and calibration are due, to ensure your instrument is always performing at its best. If you would like to discuss your requirements, please contact our Technical Team on **Tel: 01367 899554** or email: **serviceadmin@shawcity.co.uk** for advice.

On-site Servicing

We offer on-site visits from one of our Field Engineers to service, calibrate or repair your fixed gas detection system or instrument fleet. Please contact our Service Department on **Tel: 01367 899554** or email: **serviceadmin@shawcity.co.uk** to discuss your requirements.

Maintenance and Repairs

We know your instrument better than any other service centre and we hold a large stock of spares and consumables. We will fully inspect and test your equipment before sending you a report, detailing exactly what work is required and what costs will be involved in getting it back to full working order. You then authorise any work undertaken and parts ordered on your behalf, so you're always in control. You can choose to send your instrument to us or we can arrange collection for you via our courier service at an additional cost.

Turnaround

For servicing and calibration, we aim to carry out initial inspection within five working days. For repairs, we aim to send you the report detailing work required within five working days. If you require a quicker service turnaround, please contact us to discuss your requirements.

FAQs

For further helpful information, please refer to our FAQ section on page 7 of this guide.



All service prices listed exclude VAT.

Calibration Price Guide

Single Gas Detection



Single
GasClip
£30



GasAlert
Clip
£30



GasAlert
Extreme
£30



ToxiRAE 3
£30



ToxiRAE
Pro CO
£30



Micro IV
£30

Five Gas Detection



GasAlert
Micro 5
**£30 plus £10
per sensor**



"Shawcity's service and calibration is always fast and efficient with fantastic communication throughout."

"I would not hesitate to recommend Shawcity, as I have already on many occasions."

Kirsten Holmes, Holmes Environmental Monitoring

Six Gas Detection



MultiraE range
**£30 plus £10 per
sensor**



MultiRAE
Lite Diffusive



MultiRAE
Lite Pumped



MultiRAE
High Range



MultiRAE
Pro

Seven Gas Detection



G460
**£30 plus £10
per sensor**



"I have previously used a more local firm but have not been completely satisfied with their service. I will be sending it back to Shawcity in future"

Amanda Parker, Occupational Hygiene Specialist

Area Gas Detection



AreaRAE Plus
**£30 plus £10
per sensor**



Mercury Detection



Mercury
Vapour
Indicator
£450



If your instrument isn't listed in this brochure, please contact us for a quote. The list we cater for is extensive.

If there is any occasion where we can't help you, we can usually recommend someone who can.

Calibration Price Guide

Leak Detection



GasCheck
G Series



GasCheck
Tesla



SF6 LeakCheck
£475



GasCheck
Models
£250

Benzene Detection



Tiger Select
£250



Tiger Cub
TAC
£75



UltraRAE
3000
Benzene
£250

MultiRAE
Benzene
£135



Ground Gas Detection



GasClam
£1,025

Confined Space Gas Detection



QRAE 3

**£30 + £10 per
Sensor**



GasClip Confined Space Monitors
£30 per unit



Multi GasClip
Diffusive



Multi GasClip
Pumped

"Shawcity have provided good, reliable and efficient service and calibration for us over a number of years at a reasonable price."

"Their processes are simple and straightforward and turnaround is quick."

Oliver Stretton-Downes, Briar Chemicals Ltd



MicroClip XT/XL
£30



GasAlert Quattro
£30



G450
£30



Calibration Price Guide

VOC PID Instruments



Tiger Cub
£75



Tiger^{LT} &
Tiger
Standard
£150



ToxiRAE Pro
£150



MiniRAE Lite
£150



MiniRAE 3000
£150



ppbRAE 3000
£150

Fit Testing



Quantifit Respirator
Fit Tester
£460

Air Quality and Dust Monitoring



Gilian LFS
£88



Gilian 3500
£88



Gilian 5000
£88



Gilair 3/
ProValue 3
£88



Gilaire 5
£88



Gilaire Plus
£88



Gilibrator/Challenger
(Non-UKAS)
£176

Gilibrator/Challenger
(UKAS)
£284



Nephelometer
£416



EVM-3
(Non-UKAS)
£300
(UKAS)
£452



EVM-4
£300



EVM-7
(Non-UKAS)
£375
(UKAS)
£632



UNDERSTANDING, ACCELERATED



DustTrak Desktop
Range
£468



DustTrak Handheld
Series
£500



AM520 SidePak
£487.50

Calibration Price Guide

Sound and Noise Monitoring



Edge
£147



NoisePro
£147



SoundPro
£147



1200/2100/2200
£147



SD200
£147



SE-400
£147



SVANTEK



SV104
£219



958a
£219



971
£219

"We have consistently received excellent support and advice on products and services on offer through Shawcity."

The team have helped us move with the times, correctly matching reliable products for the jobs we require."

Shawcity staff are very well motivated and provide an excellent service with simplified procedures."

Gravin Craig, Erith Contractors Ltd

Vibration Monitoring



HAVPro
£219



HVM100
£219



VI410
£219



SVANTEK



SV106
£219



SV103
£219



958a
£219

Heat Stress Monitoring



QT32/34/36
£174



QT44/46/48
£174



QT II
£174

"Shawcity offer a very professional service. Their staff are extremely helpful and friendly; a pleasure to deal with."

They respond to queries very quickly and resolve them in a timely manner."

Debra Slee, Trescal Ltd Ltd

FAQs

The following information answers many of the frequently asked questions we receive for our service centre. If the answer you're looking for is not listed below, please contact us on **Tel: 01367 899554** or **email: serviceadmin@shawcity.co.uk** and we'll be more than happy to help.

Why should I use Shawcity?

Good question! Our calibration, service and repair work is undertaken by our manufacturer-trained and approved technicians. Our service options are also UKAS and ATEX certified, meaning you can be assured any work undertaken is with the full authority of the manufacturer and within the terms of your warranty. You'd be surprised how many service centres are not manufacturer-approved, which can invalidate the warranty on instruments.

For servicing and repairs our technicians will thoroughly inspect and test your instrument and even clean it for you before returning it to you. Any work that needs to be undertaken on the device will always be approved by you first, so you are always in control.

We also sell and hire a wide range of instruments as well as provide training, so we offer all-round expert knowledge and total support, as well as more than forty years of experience as industry specialists.

What is calibration?

Calibration is the process of checking and testing that an instrument is giving correct and accurate readings. It is more in-depth than a simple daily bump test.

Why do I need to service and factory-calibrate my equipment?

In between calibrations the performance and accuracy of your instrument can change. This can be down to various factors including damage from knocks or drops, a sudden surge of electricity, moisture or long exposure to extreme temperatures. Consequently, small changes can occur and the instrument's readings may not be accurate.

Regular calibration will ensure your instrument gives correct readings. This is vital in terms of accuracy and safety when using the instrument and is essential to ensure its use is compliant with health and safety legislation.

It is important that you have your instrument serviced and factory calibrated by a trained service engineer who is authorised by the manufacturer. If not, you may find that your product warranty is voided or the service will not be deemed valid and performance not guaranteed, should you have any issues with the use of the instrument.

How often do I need to calibrate my instrument/s?

Most instruments should be calibrated and serviced once a year, regardless of how often they are used. Some instruments will have different requirements, but either we or the manufacturer will be able to advise you of any exceptions.

Other circumstances which may mean your instrument needs a calibration in between annual checks include drops or heavy knocks, an electrical surge, moisture, long exposure to extreme temperatures or if you suspect the readings may not be correct or consistent.

A certificate is issued each time your instrument is factory calibrated. When this expires it will need to be done again, regardless of how much it has been used in the interim. Shawcity will send you calibration and/or service reminders to help you ensure your instrument is always compliant and performing at its best.

How much will it cost and how long will it take?

The cost of calibrating and servicing instruments varies according to how complex the instrument and procedure involved is. Calibration prices start from £30.

We always endeavour to inspect your instrument within five working days of receiving it (excluding weekends and bank holidays). If there are any factors delaying the repair of your instrument, such as the need to order replacement parts, we will let you know what turnaround you can expect and when we should be able to return it to you.

If you have a more urgent requirement for a service or calibration, please contact our Service Team on **Tel: 01367 899554** or email: **serviceadmin@shawcity.co.uk** and we will try our best to accommodate your request. Please note there will be a premium charged for this service but we will, of course, discuss all of your options with you before you proceed.

FAQs

How can I work while my instrument is in for calibration/service?

We offer a wide range of instruments which we can arrange to hire to you while your instrument is with us. We will arrange for you to have the hire instrument before you send yours in and you can return the hire after you have received your instrument back from us, meaning no down time for you.

I have a fixed detection system, do you offer servicing and calibration on-site?

Yes we do. We can arrange for our engineers to visit the site/s where your systems are located and perform service and calibration functions on-site for you. Just contact us to discuss your requirements.

How do I send my instrument to you?

Firstly, download our service and calibration form from our website and fill in all of the details. Then package your instrument securely, remembering to include the completed form with it. Please also email a copy of the form to **serviceadmin@shawcity.co.uk**.

If it has one, please send it in the manufacturer's carry case it came with. If this is not available, please use plenty of packaging materials to ensure it is well protected during transit. Shawcity will not be liable for any accidental damage caused to equipment during transit.

IMPORTANT NOTES:

i) Please ensure all leads, chargers, probes and other accessories are also packed when you send your instrument. This allows us to check for any faults with these parts as well as the instrument itself.

ii) If you are sending a gas monitor, please ensure **gas cylinders are removed** prior to sending it as shipping gas requires a special courier service and incurs extra costs.

Then either:

A) You Send It and We'll Return It

Arrange to send your instrument to us using your own courier service and we will send it back to you using ours. Cost £10.00 + VAT for UK mainland and Northern Ireland. For more than one instrument please contact us for a price.

Or

B) We'll Collect It and Return It

Contact us to arrange for our courier service to collect it from you and we will also send it back to you. Cost £20.00 + VAT for UK mainland and Northern Ireland. For more than one instrument please contact us for a price.

Does calibration/servicing affect the stored data/memory on my instrument?

In every event, we would always recommend downloading your data before sending your instrument to us for your total peace of mind.

Please bear in mind that if your instrument requires a repair or firmware upgrade - or worse, is beyond repair - we cannot guarantee data will be available to download from the device. Shawcity will not be liable for any loss of data on an instrument sent to our Service Centre.

What happens if my instrument fails calibration?

If we are able to repair it, we will contact you and ask you to authorise a full inspection. The fee for this inspection is £75. A quote will be prepared for the work needed, including the cost of spares required. If you wish to proceed with the repair, we will ask you for a PO to authorise the work and the calibration fee. Your £75 inspection fee will be waived.

If you decide not to have the instrument repaired or we are unable to repair it, it will be sent back to you and the inspection fee will be charged along with a £10 carriage fee.

Don't forget, if you have any further questions or need any further advice please don't hesitate to contact our friendly Service Team on **Tel: 01367 899554** or email: **serviceadmin@shawcity.co.uk**.

If your instrument isn't listed in this brochure, please contact us for a quote.

The list we cater for is extensive. However, if there is any occasion where we can't help you, we can usually recommend someone who can.