



Whether your business is manufacturing, research, or quality control, or if you are operating in markets such as packaging, automotive, or aerospace, the success of your materials' supply process is the quality of the end product. Preventative maintenance and verification of your Melt Flow or HDT Vicat Testing System helps avoid potential risk exposure from inaccurate test results that can affect the quality of your product to market.

To report accurate and repeatable results, it is important to ensure your materials testing system is operating at peak performance and verified in conformance with the relevant material testing standards.

The CEAST range of products is supported by Instron Professional Services – a global service organisation with an experienced, established infrastructure and strategy to deliver quality customer service to you locally.

Maintenance and Verification Services

Performance verification, maintenance, and adjustment to CEAST manufacturing specifications and verification in compliance with ISO and ASTM standards

- CEAST Melt Flow Tester verification complying with ISO 1133-1 and ASTM D1238
- CEAST HDT and Vicat (VST) verification standards:
 - HDT in conformance with ISO 75 and ASTM D648
 - Vicat (VST) in conformance with ISO 306 and ASTM D1525
- Verification will be performed by an Instron-trained calibration engineer
- A verification certificate including traceability and uncertainty of measurement will be provided for your records

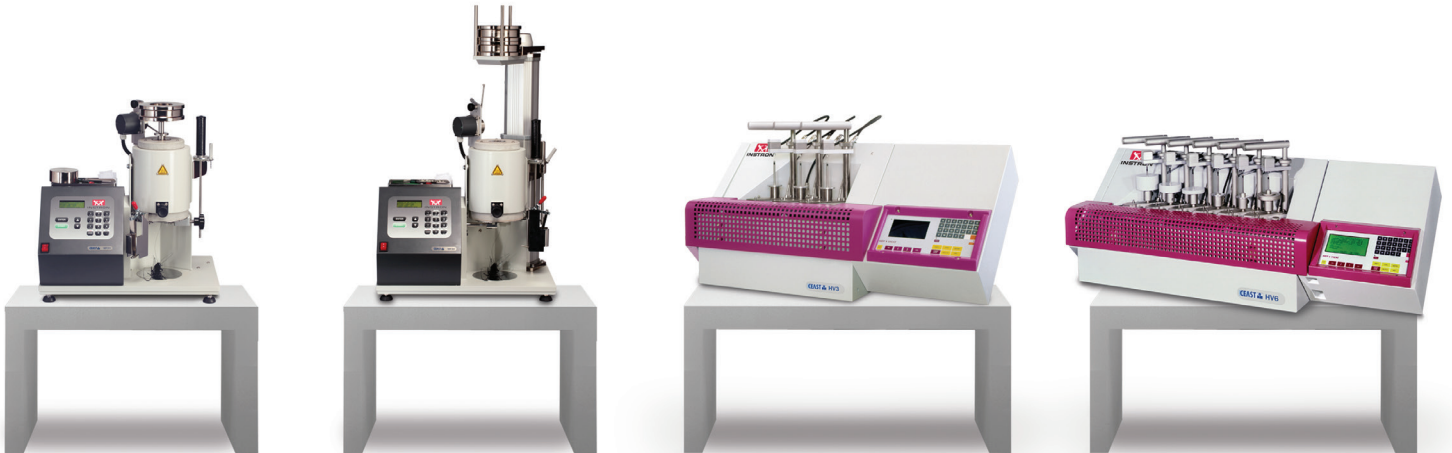
Customer Service

Instron® employs a designated Plastics Team that works with you on application solutions and helps you meet the changing needs of your laboratory or customer requests. Instron provides annual customer service contracts to support your materials testing laboratory / operation. The contracts include:

Fast and efficient response from your local Instron Service team, including:

- Unlimited telephone support
- Planned verification and maintenance service visit
- Priority scheduling for on-site support services
- Inclusive of labour for breakdown visits, if requested
- Priority on-site and factory repair scheduling
- Return to factory; no fee evaluation of transducer repair, and repair proposal
- Discounted spare parts
- Exchange parts, subject to availability
- Discounted training for contract customers

Our range of customer services can be selected and tailored for a contract to suit your requirements and support needs. Contact your local office to discuss the services that best support your business.



Consulting
Services



Installation



Training



Calibration



Preventative
Maintenance



Technical
Support



Relocation
Assistance



Upgrades



Repair
& Parts



Resources

Global Support Local to You

Instron® has a global infrastructure that is local to you and remains committed to being the leader in mechanical testing instrumentation. To find an office local to you, visit go.instron.com/locations

www.instron.com



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