



*The difference is measurable®*

# QUESTIONS TO ASK YOUR CALIBRATION PROVIDER

Instron® Professional Services



## ACCREDITATION

### What is ISO/IEC 17025?

ISO/IEC 17025 is a global standard used to evaluate the performance of calibration and testing laboratories. It defines the requirements for the technical competence of laboratory personnel, the traceability of the measurements the laboratory provides, the suitability of the equipment the laboratory uses, and the quality requirements for test or calibration data.

### Why is accreditation to ISO/IEC 17205 important?

Accreditation uses the criteria established by ISO/IEC 17025 and specially trained technical assessors designated by National Voluntary Laboratory Accreditation Program (NVLAP) to evaluate the laboratory's ability to meet or exceed the requirements necessary for a laboratory to produce testing or calibration data that you can count on. Through the evaluation process, accreditation provides the evidence and assurance you need for the accuracy, integrity, and reliability of the data your provider gives you.

**Are you accredited to ISO/IEC 17025 by an accrediting agency that is a member of the International Laboratory Accreditation Cooperative (ILAC) agreement?**

A fundamental element of achieving calibration laboratory accreditation to ISO/IEC 17025, is providing evidence of the traceability of all measurements the laboratory is accredited to make. Accreditation to an ILAC Signatory accreditation body ensures that your certificate of calibration is globally accepted, supports your business, and satisfies your customer’s needs. Instron Calibration Laboratories are accredited to ISO/IEC 17025 by NVLAP under lab code 200301-0, an ILAC Mutual Recognition Agreement (MRA) signatory.



**What is your scope of accreditation?**

Instron’s scope of accreditation defines our calibration services accredited under ISO/IEC 17025. The scope of accreditation by NVLAP for our calibration laboratory can be found on our website.

**What is ILAC?**

Formally established in 1996, ILAC is the international organization involved in the accreditation of conformity assessment bodies such as NVLAP, UKAS and A2LA. They provide an independent evaluation of these assessment bodies against recognized standards such as ISO/IEC 17025. Instron has received specific authorization to use NVLAP combined ILAC MRA mark on each accredited calibration certificate to indicate the confidence and global acceptance of the calibration results we provide.

**Do you have the necessary equipment and expertise to adjust and calibrate Instron equipment to accuracy levels demanded by national and international standards such as ISO and ASTM?**

Instron Field Service Engineers are factory-trained to set up Instron equipment to meet or exceed these standards. They are equipped with calibration standards with the low uncertainties of measurement required to calibrate at this level.

It should be noted that most Instron equipment operates to specifications that exceed international standards. Many calibration suppliers do not have standards with the accuracy required to verify at these levels. Instron maintains a primary force standard that is transferred to our deployed working standards, eliminating the need for a secondary standard, shortening the “chain of calibration” and reducing the measurement uncertainty.

**Are the calibrations you're providing within the scope of your accredited services?**

Many calibration service organizations will provide calibrations and verifications that are outside the scope of their accreditation. More than 98% of our calibration and verifications are performed within Instron's accreditation.

All measuring instruments used in our Service organization are traceable to NIST standards and International System of Units (SI) through standards maintained by the National Institute of Standards and Technology (NIST) or other internationally recognized National Metrology Institutes.



**Do your Field Service Engineers receive on-going training?**

All Instron Field Service Engineers are factory-trained and audited in accordance with our accreditation to ISO/IEC 17025 from NVLAP under Lab Code 200301-0 which is a signatory of the ILAC MRA. NVLAP is a program administered by the National Institute of Standards and Technology (NIST).

**CALIBRATION PROCEDURES AND CERTIFICATES**

**Are all of your procedures documented?**

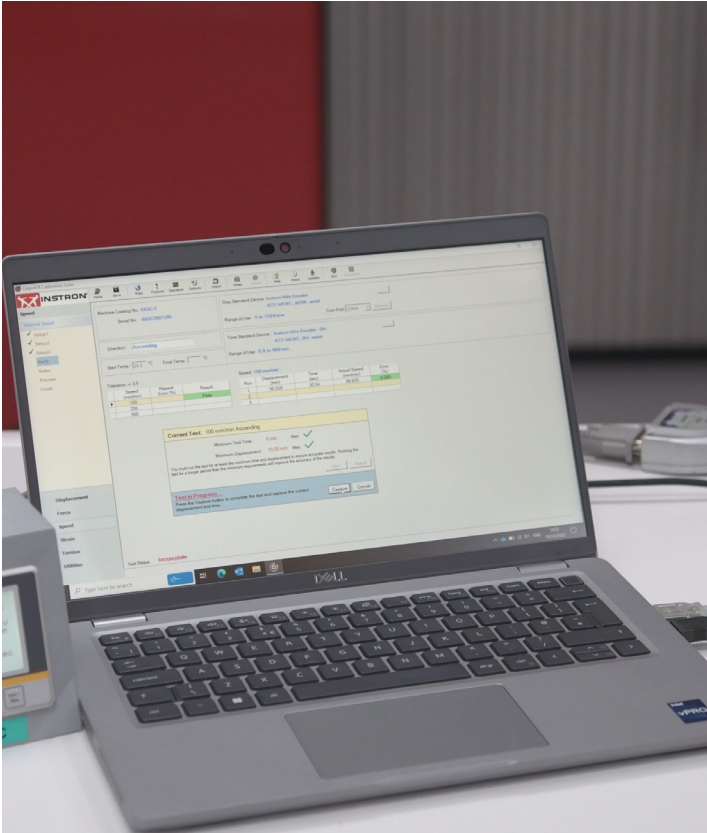
Instron has full documentation that meets or exceeds the requirements of our accreditation bodies and ISO/IEC 17025.

**Do you take data manually or automatically?**

Instron's Calpro CR software has been developed to take data automatically from the measurement standard and the testing instrument being calibrated. It structures and monitors the calibration process to eliminate the potential for manual error.

**Are you insured?**

Instron is fully insured for liability. We can provide documentation of our insurance upon request.



**Is the software used to perform the calibration validated and proven?**

Instron’s Calpro CR software is designed specifically for the calibration of materials testing instrumentation to ensure compliance with calibration standards and eliminate common data transfer errors.

**Can you show calculations regarding your uncertainty reporting?**

All uncertainties listed are built upon guidance provided by the Guide to the Expression of Uncertainty in Measurement, JCGM 100:2008.

**Can you provide documentation to show traceability to national standards?**

Unless specifically indicated, all measurement results produced with Instron standards are traceable to the SI (The International System of Units) through internationally recognized National Metrology Institutes (NIST, NPL, PTB, Inmetro, etc.). Instron can provide an unbroken chain of calibrations that evidence this traceability.

**Can you print out a complete, signed report and certificate before you leave my site?**

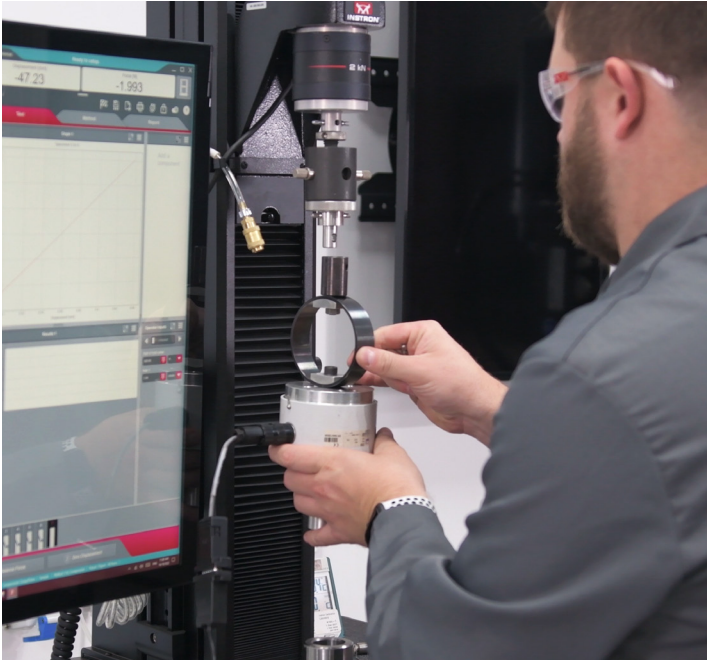
Instron provides a signed report and certificate for our calibration and verification services following completion. Our certificates are reviewed by authorized signatories before being sent to you. Additionally, if you have an Instron Connect agreement you can access your system’s calibration certificates whenever you like through the Instron Connect Portal and InSkill AI mobile app.



## ON-SITE CALIBRATION VISIT

### Can you provide a full range of calibration services?

Instron offers a wide range of accredited calibration and verification services including: force, speed and displacement, strain, alignment, and more. Many of these services are also available for non-Instron materials testing instruments.



### Can you manage the scheduling of all my calibrations, and will you arrange the visit in advance?

Instron's local Service teams can help you manage and schedule your routine calibrations. Our teams have access to your testing instrument's service history and can schedule services in advance.

### Can you repair and/or adjust an instrument on-site if it doesn't pass calibration?

Instron's Field Service Engineers are trained to repair and adjust Instron equipment. They also have access to replacement part inventories.

### Do you have materials testing and engineering backup expertise to support your field and in-house Service team?

Instron supports its Service teams with extensive training and engineering staff. Instron metrology experts are active in ISO and ASTM committees, helping with the development and evolution of global standards for materials testing equipment.

### Can Instron's Field Service Engineers perform other on-site services?

Instron's Field Service Engineers are trained to perform other on-site services that can be carried out at the same time as your calibrations, making the scheduling of services more convenient and cost effective for you. Some of these services include preventative maintenance, system installation and upgrade services, IQOQ validation and more.

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