

On-site calibration

1. Introduction

With our ISO17025 accreditation we are at the beginning of a new chapter in our company's mission. Therefore we keep on developing new innovative products, of which one is the Celsiuslabs website (<http://www.celsiuslabs.com>). This product will assist customers to have their instruments calibrated.

2. Registration

The website has some protected content, which is only accessible after login in. If you already have a CYCLERtest account on www.cyclertest.com, you can login with that account. Otherwise you need perform a new registration before you are able to continue requesting an on-site calibration.

3. On-site calibration request

To request an on-site calibration you have to fill in the required information during a 5-step wizard. The information given during this wizard is used to generate the report and certificate. This chapter describes the standard procedure and indicates some issues that can occur. It also provides possible workarounds for the most common issues.

1 *End-user*

On this page you are able to fill in the company and correspondence details. By default the site assumes that the applicant is the same person as the instrument supervisor. If this is not the case it is possible to fill in a different instrument supervisor. If the company has multiple laboratories and/or multiple instrument supervisors it is necessary to create separate work orders by repeating the wizard a couple of times.

2 *Add instrument*

On this page you add the instruments that require calibration. If the instrument has an exchangeable block you need to add the instrument with the same serial number for each block to the list. In order to add the same instrument it is necessary to fill in a different block serial number. Adding an instrument with a dual block results in two calibration items indicated with (L) and (R) in the list. In this list you can choose to calibrate only the left, right or both (default) sides of the dual block. Further for a calibration of an instrument with multiple non-exchangeable blocks (ie. Whatman Biometra T3 Thermocycler), please provide in detail the blocks that need to be measured. For example you can enter the position of the block (LEFT, CENTER, RIGHT) instead of the block serial number. For a complete instrument calibration (all blocks), 3 items have to be added to the list. Finally you can insert an Internal reference number and a calibration due date that will appear on your calibration certificate and calibration label.

3 *Instrument list*

The instrument list shows the instrument calibration items. Any item can have a calibration due date indicated in the due column. Whenever a calibration due date is requested, this will show up on the calibration certificate. Also the date will appear on the calibration sticker. Each instrument calibration item could be changed by using the edit link or could be deleted by selecting the item and clicking on the delete instrument button.

4 *Appointment preference*

In the step you are able to select a preferred week. After contacting you the calibration engineer is able to schedule the appointment on any available date. On the website it is not possible to select a preferred week within 3 weeks of the request date. If you require a calibration within 3 weeks of the requests he/she has to contact the calibration engineer. If it is possible you need to complete the wizard as usual leaving a note in the comment page and the calibration engineer schedules the appointment on the required day.

5 *Comment*

This page is meant for additional comment and could be used to point out various problems or deviations regarding a standard work order.



6 *Finish*

The finish page gives a short overview of the work order number, preferred week and the instruments that require calibration. You will receive an e-mail with the work order number, preferred week and a link to the work order details page.

After completing the on-site calibration request wizard, you are contacted by CYCLERtest BV to make a definitive appointment, followed by a quotation

CYCLERtest BV