



Can-Am Instruments Ltd.
2851 Brighton Road
Oakville, On, L6H 6C9
Tel 905-829-0030 or 800-215-4469
Fax 905-829-4701
www.viscometers.org or www.can-am.net

Brookfield Viscometer/Rheometer Calibration

Can-Am Instruments is the exclusive dealer for sales and service in the territory of Canada for laboratory equipment sold by BROOKFIELD ENGINEERING LABORATORIES, INC.

Whenever we service a Brookfield viscometer or rheometer, we will perform the following operations:

- A general inspection: shaft straightness, motor and gear box (where applicable), pivot point and jewel bearing status;
- A reading is taken and compared against our Master Viscometer;
- The pivot point and pivot point support (known as jewel bearing), are replaced;
- The unit is cleaned (including all bearings) and oiled/greased;
- The unit is calibrated and tested;
- A Certificate of Calibration is issued, which also includes the Before and After Calibration data;
- Any accessories present with the unit are inspected, e.g. spindles for straightness.

The cost of the Standard Calibration procedure, including the parts indicated and labour is \$375.00.

Should the instrument require extra service you would be notified prior to the completion of the work.

The calibration lab is located in Oakville, Ontario and is the only certified lab that performs such calibrations in Canada.

The turnaround time for service is typically around 7-10 working days plus shipping time.

When shipping out the instrument, please package the unit in the carrying case the unit was supplied with when purchased. This is very important as the case is designed to fully protect the unit during shipping. If you do not have a case, we recommend you purchase a case at the time of repair. This will insure the unit arrives back to your location in good condition. The cost of the case is \$143.00 CDN. Please ship the unit to:

Can-Am Instruments Ltd.
2851 Brighton Road
Oakville, Ontario
L6H 6C9

Also include the attached Service/Calibration Request Form with the shipment.

If needed, a 48-hr Rush service is available for an extra \$150.00. Loaner units are also available for \$200.00, one-time charge until your repair/calibration is complete.

We perform on-site calibration/repair service calls for the same \$375.00 per instrument plus travel time cost.

Best regards,

Emil Cocirla, B.Sc.
Service Manager, xt 238
emil@can-am.net
Can-Am Instruments Ltd.

April 1, 2011



Service/Calibration Request Form

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Providing us with the following information will help us to service your equipment more quickly and efficiently. Please fill out and return a copy of this form with your instrument.

Can-Am and the instrument manufacturer recommends that all instruments be returned for annual calibration to ensure that your equipment continues to provide the same accuracy you have come to expect from our products.

1. INSTRUMENT INFORMATION

Today's Date: _____

Model: _____ Serial Number: _____

2. YOUR COMPANY INFORMATION

Company: _____ Contact: _____

Telephone: _____ Fax: _____

E-mail Address: _____

Billing Address: _____ Shipping Address: _____

Payment: Visa Mastercard AMEX Purchase Order # _____

Return Shipment: UPS Purolator FEDEX Other (Specify)

Acct # _____

3. RELEVANT SERVICE INFORMATION

Operation Conditions (For viscometers: Spindle, Speed, Viscosity Range, Temperature Control, Temperature of Sample):

If you contacted Can-Am before returning this instrument, who was it? _____

Description/Symptoms of Present Problem/Malfunction (please list all):

Date Last Serviced: _____

Other Comments (use another sheet of paper if needed):

Steps: 1) Return the instrument to the attention of the Repair Department at the address above – please **ship the instrument in its carrying case, or original packaging (when possible)**
2) Include a purchase order number or other payment method with this form