

KAYE

Kaye Product Line
Calibration and Maintenance
Service Solutions
Rental



Amphenol
Advanced Sensors

Value-added services that enhance your productivity

Your Validation and Monitoring equipment is a critical part of your business. Well maintained and calibrated equipment ensures that it operates at peak performance and complies with regulatory requirements.

Why choose Kaye?

Equipment Maintenance

- With more than 50 years of experience, we have extensive background knowledge and experienced factory trained staff.
- We, as the manufacturer, only use original spare parts, guaranteeing optimal performance of your Kaye equipment. Our spare parts inventory guarantees fast TAT.
- High quality standard of services are proven by multiple successful Audits of Pharmaceutical Industry globally.
- Easy Dealing – our online RMA portal (Return Material Authorization Form) ensures quick and easy process handling, whenever you need it.
- We keep your equipment updated with the latest hardware, firmware and software updates as needed.
- Our specialists assist you with quick and competent service via the phone.

Calibration Services

- Our brand new Calibration Laboratory in St. Mary's is officially accredited by NVLAP. This state-of-the-art Calibration laboratory provides high precision calibration for the Kaye Validation and Monitoring product line. It is one of the most accurate temperature laboratories in the US and maintains high accuracy certified standards.
- Take advantage of more than 50 years of calibration experience.
- Turnaround time better than 14 days for calibration – Turnaround for IRTD is better than 7 days. This maximizes equipment uptime and so your productivity.

Services – up and beyond...

- Flexible Extended Maintenance Agreements (Silver and Gold) are designed to meet your critical calibration and maintenance needs, saving time and money.
- Next day Rental solutions offer a simple, quick and affordable solution for any unexpected measurement needs.
- You can choose if maintenance or calibration is done at your site or in a Kaye facility.

We are your partner throughout the entire lifecycle of your Kaye equipment

Our Services:

> Calibration
> Maintenance
> Service Contracts
> Field Services

> Rental
> Product Upgrades
> IQ/OQ
> LabWatch Services

> Training
> Repair

Service Contracts

Keep your equipment in compliance with regularly scheduled maintenance.

We offer Silver and Gold Equipment Maintenance Agreement programs designed to meet your critical calibration and maintenance needs. Our Maintenance Agreement programs go beyond normal calibration procedures offered by other third party calibration houses and offer additional value, services, and long term reliability that only the manufacturer can provide.

Key Benefits:

- High accuracy laboratory accreditation under NVLAP according to ISO/IEC 17025
- Customized plan offers annual or semi-annual calibrations with on-site or factory services
- Factory-trained and certified technicians perform all calibrations and repairs
- Quantity discounts based on the number of instruments
- 10% discount on all current and future hardware/software upgrades
- Ability to lock in pricing on long term contracts (up to 3 years)
- Simplified RMA process and delivery prioritization

Silver Contract – Calibration :

- Annual / Semi-Annual Factory or On-Site Calibrations (based on product)
- 25% Discount on any required repairs (Labor and Parts)
- Quantity discounts based on number of instruments
- Simplified RMA process and delivery prioritization
- Ability to lock in pricing on long term contracts (up to 3 years)

Gold Contract – Calibration & Extended Warranty:

- Repairs are fully covered during the term of the contract
- Includes all Silver Contract features
- 10% Discount on all current and future hardware/software upgrade



Field Service

Exceeding Expectations -As the world-class leader in the measurement and sensing industry, Kaye draws upon many technologies and resources to provide our customers with the highest quality of calibration and repair services. As the manufacturer, Kaye provides both "in-house" and "Field Dispatch" service options. Our Mail-In service is provided through our "Center of Excellence" and our field service is handled by highly trained and skilled service engineers. We offer field service for the following product lines:

- Kaye Validator®
- Digistrip
- Validator KL
- Portable Validator
- Netpac

Upgrades available:

- Kaye Validator® 2000
- ValProbe®
- RF ValProbe®
- LabWatch™
- IQ/OQ
- Validation Reference Binders



Upgrades



We continue to improve existing products while developing new solutions. For the convenience of our customers, we permit the installation of Kaye

validation software on multiple workstations, provided the computers are used within the same company.

The System Upgrades & Installation page provides you with the most current versions of your Kaye software with the latest enhancements.

IQ/OQ Services



IQ OQ

The Installation Qualification/ Operational Qualification Protocol defines a set of procedures to ensure that our equipment is properly installed and operated according to Kaye recommendations, and adequately

documented and controlled according to cGMP requirements. The documents are provided in hard copy and on CD, allowing users to modify the documentation to suit specific organizational requirements.

The IQ/OQ Protocol includes the following:

Installation Qualification Document
Operational Qualification Document
Standard Operating Procedures
Document Set Up Programs.

IQOQ Services:

We can perform the IQ/OQ at a customer site or at our facility (Validator®, ValProbe® and RF ValProbe®). Customers can also purchase the documentation and perform the IQ/OQ themselves.

Save time and money by having our experts perform the IQ/OQ.

Calibration & Services

As the manufacturer, we maintain Laboratory accreditation under NVLAP according to ISO/IEC 17025, and provide both “in-house” and “on-site” service options, using our modern high precision calibration facilities and high end lab equipment. We offer complete product support for the life of your Kaye equipment-going beyond typical calibration to provide customers with the highest quality of calibration and repair services. A timely calibration schedule assures accurate and reliable product performance and maximizes equipment uptime and productivity.

Kaye Validator®- Factory calibration

- AS-FOUND, adjustment and AS-LEFT calibration with NIST traceable certification
- SIMs: AS-FOUND, adjustment and ASLEFT calibration of the internal cold junction references (V2K calibration includes the calibration of up to 3 Sims)
- Very low measurement uncertainties for calibration to guarantee high performance
- Includes 8 hour elevated temperature soak to identify potential electronic latent defects
- Free clock battery replacement included
- Power loss test to check the back-up battery. If required a free exchange of backup battery
- Verification of all 36 channels and communication ports



Kaye IRTD-400 - Intelligent Temperature Standard - Factory calibration

- NVLAP AS-LEFT certificate includes -196°C, 0°C, 100°C and 400°C points
- NVLAP AS-FOUND certificate includes -196°C, 0°C, 100°C, 165°C and 400°C points
- Annealing Process at 400°C for a minimum of 15 hours to release sensor element stress and to offer more stability and improved performance between calibration cycles
- We always adjust and reprogram the IRTD internal calibration coefficients over the full range



Kaye ValProbe® Wireless process validation and monitoring - Factory calibration

- NVLAP AS-FOUND calibration at minimum 4 points for Temperature, Humidity & Pressure
- High accuracy NVLAP AS-LEFT calibration at minimum 4 points
- Adjustment of internal coefficients to achieve optimal reading
- Includes free replacement of Lithium batteries and o-ring gaskets



Kaye RF ValProbe® Wireless Thermal Validation System - Factory calibration

- High accuracy NVLAP AS-LEFT calibration at minimum 4 points for Temperature and Humidity
- NVLAP AS-FOUND calibration at minimum 4 points
- Adjustment of internal coefficients to achieve optimal reading
- Includes free replacement of Lithium batteries



Kaye LTR/HTR Thermal References - Factory calibration

- AS-FOUND calibration at 50, 100, 150, 200, 250, 300, 350 and 400°C with HTR
- Adjustment of internal calibration coefficients
- AS-LEFT calibration at 50, 100, 150, 200, 250, 300, 350 and 400°C with HTR
- Cycle and stability test at highest temperature, Cut-Out Safety Test



Certification Service

Documentation Attesting Product Performance

Our calibration facilities hold a variety of laboratory accreditations and certificates of approval for quality management systems. The accreditation guarantees a high quality standard and verified accuracy in our calibration lab for the Kaye Product line.

Our laboratory in St. Mary's, PA, US is accredited by the National Voluntary Laboratory Accreditation Program in accordance with the recognized International Standard ISO/IEC 17025 and ISO 9001:2000. NVLAP is an American National Institute of Standards and Technology (NIST) program which provides an unbiased third-party test and evaluation program to accredit laboratories in their respective fields to the ISO/IEC 17025 standard.



Kaye Validator® E-Training



Kaye Validator® E-Training, Version 3.x

The Kaye Validator® is a powerful instrument for execution and documenting thermal validation studies. Our self-paced e-learning class is designed to provide a thorough understanding of the system's capabilities and operation from the comfort of your own office. The course is broken into a series of 9 discrete modules, each covering a single aspect of executing a thermal validation study using the Kaye Validator®.

The training program simulates the Kaye Validator® software step-by-step and lets you try the more complex procedures on your own. Subject matter is presented using detailed audio and product simulations, and hands-on exercises reinforce key elements. Assessments at the end of each module confirm subject mastery, and certificate is provided upon successful course completion.

The program is an easy, cost-effective way of ensuring that every user meets company and regulatory training requirements.

Topics covered:

- Interface connections
- Security
- Setup/programming
- Running calibrations and calibration verifications
- Running qualification studies
- Generating reports
- Using the Report Wizard
- Running in Standalone mode



Upon order confirmation, you will receive an e-mail with a unique user ID and password that will provide access to the online training program. User ID and password combinations are valid through successful completion of the final module, but do expire after ninety days. Once all module assessments are passed, a certificate of completion will be forwarded to the registrant.

On-site Training

If you are using Kaye equipment and would like training at your facility, we can schedule a visit to suit you.

Our technical instructors can assist you with all your training needs in the format, location and pace that works best for you and your team. Training courses are held at a number of convenient regional training centers. Our courses range from introductory level to in-depth product classes with practical hands-on exercises. All courseware is coordinated with the most recent product updates and features. On request, we offer product specific on-site training courses to meet your particular needs.

Contact us for more details.

Return Material Authorization Form



Easy Solution to Return Products for Calibration, Maintenance or Repair.

Check our web to online obtain an RMA number easily. We will contact you within one working day with an RMA number and an address label will be send to you.

Questions or help needed?

Please contact us:

Amphenol Thermometrics, Inc.

967 Windfall Rd

St. Mary's, PA 15857

Tel: 1-814-834-9140

Fax: 1-814-781-7969

Rental Program



Benefits:

- Factory Guarantee with Technical Support
- Latest Hardware and Software Versions
- The World's Largest Validation Rental Inventory
- Ready to Ship from our Factory
- Traceability Guaranteed

Equipment available for rent:

- Validation System
- Intelligent Temperature Standard for Validation
- Dry Block Temperature Calibrations LTR/HTR
- Wireless Thermal Validation System
- RF Thermal Validation System

Use our rental fleet, and not only for last minute needs

Short or long term solutions

Short or long term solutions

To assist customers in meeting peak demands, unexpected situations or evaluations and also to minimize downtime of important processes, we offer an array of measurement, test and calibration equipment on a short or long term rental basis.

The rental program offers a simple, quick and affordable solution for any unexpected measurement need. Rentals allow you to be fully operational when unforeseen challenges arise with up to date equipment.

Rental – with traceability guaranteed !

Each unit in our rental fleet receives a full service evaluation and calibration prior to returning to inventory, ensuring accurate and dependable instruments are ready to ship – in robust and professional shipping boxes.



LabWatch™ Services

The success of the LabWatch™ system extends far beyond hardware and software installation. Our application engineers take responsibility for the entire project, from initial specification through system validation, providing accountability at each step along the way to a complete turnkey solution.

Services offered:

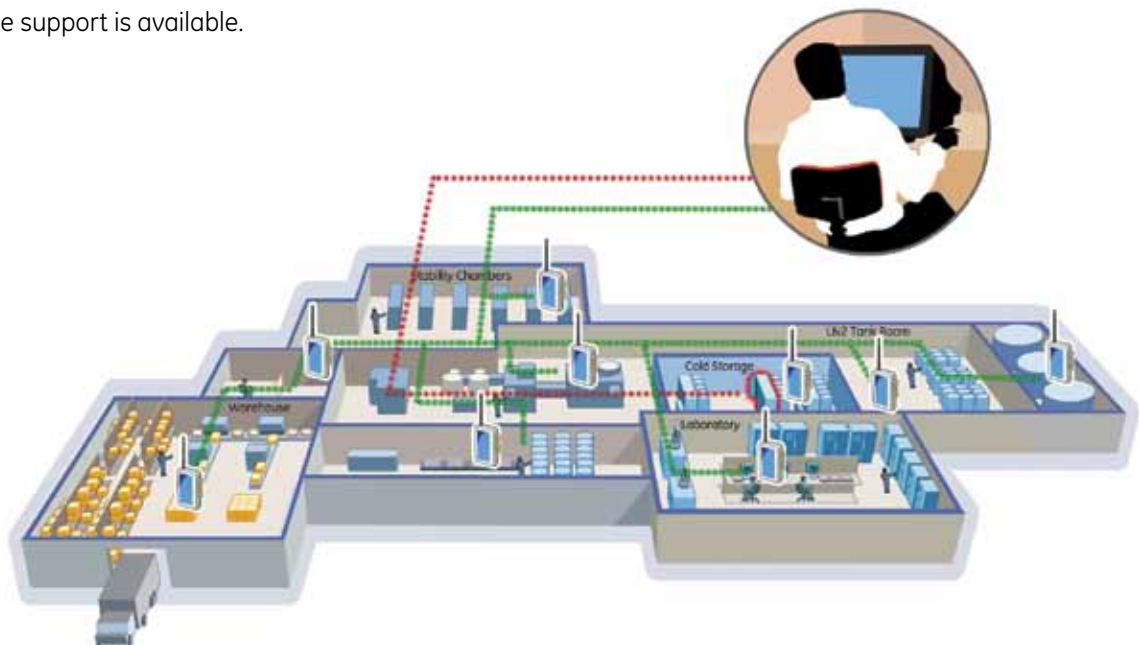
A qualified representative will meet with you, review your needs and suggest the optimum solution for reliable monitoring of your site.

System specification — a complete description of what's included in the system from start to finish.

Installation — our specialists will install or contract the installation of the system — you decide what suits your needs.

System start-up and training — on installation, our experts train your personnel on the LabWatch™ system.

Validation protocol development — we provide validation protocols ready for execution as well as validation services, upon system installation. You approve the protocols before validation services are scheduled. Telephone support is available.



Better Safe Than Sorry

Trust the Source! Have your Kaye validation and calibration equipment maintained by the experts – to enable compliance with regulatory guidelines!



Contact us

We operate a global network of service centers and a field service organization to provide customer support for repair, returns, calibrations, technical support , evaluations and spare parts.

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Amphenol
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