

Building on Experience Since 1964

Due to the time and cost involved with re-calibrating probes, NYAD is instituting an updated calibration process. Below is the new procedure NYAD will use going forth, we hope this will make the flow and time probes are in-house more efficient.

Damaged Probes:

If a probe arrives with obvious physical damage that affects the performance of the probe, the customer will be notified of the damage and that they need to replace the probe at full cost.

For New Probes less than 3 years old:

Once we receive a probe for re-calibration, we will assign the probe to a calibration run for "As Is" data.

- If the probe passes re-calibration, it will be sent back with certification at the regular re-calibration charge.
- If the probe does not pass, we will change the sensor and put the probe in the next calibration run. If the probe fails the second round of calibration, we will replace the probe at the re-calibration charge.

For Probes 3 + years old:

If a probe arrives and **has** a frequency, the new process is as follows:

- We will assign the probe to a calibration run for "As Is" data.
- If the probe passes re-calibration, it will be sent back with certification at the regular re-calibration charge.
- If the probe fails calibration, the remainder of the process is as stated below.

If a probe arrives and does **NOT** have a frequency or fails the first calibration run (**AS IS, no new sensor**), the new process is as follows:

- Customer is sent a notification stating that the probe needs a new sensor (Option A) or that a new probe needs to be purchased (Option B).

OPTION A: REPLACE SENSOR

- If the customer chooses to replace the sensor and have the probe go through re-calibration for the second time, they are now committed to the re-calibration charge whether it passes or fails.
- If the probe fails, it will be deemed irreparable and a new probe will need to be purchased at full price.

OPTION B: BUY A NEW PROBE

- If the customer opts to purchase a new probe instead of replacing the sensor on the old probe, the customer will receive a \$75 discount on a new probe, so long as the old one is destroyed here.

If you have any questions about the new calibration process, please do not hesitate to contact us.

Thank You,
NYAD, Inc.