

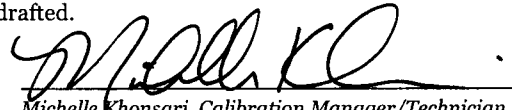
# Ludlum Measurements, Inc. TN Division

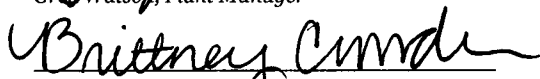
## RUSH SERVICES FOR LMI TN DIVISION CALIBRATION DEPARTMENT

- I. Rush Services typically guarantee 24-hour (business) turnaround.
  - a. An instrument must be physically received no later than 1300 hours (1:00pm) EST to be considered received for the purpose of the rush service on the same day of delivery.
  - b. An instrument physically received after 1300 hours (1:00pm) EST will be considered received for the purpose of the rush service the next consecutive business day than the physical arrival date.
- II. Instruments requiring repair may still be eligible for rush service if the repair is not extensive, parts are readily available, and the instrument can be completed within the 48-hour rush option.
  - a. It is the responsibility of the calibration technician to determine which repairs are considered extensive.
- III. Qualifying instruments are guaranteed a 48-hour (business) turnaround with the same daily time limits as the 24-hour turnaround service.
  - a. A "qualifying instrument" is any instrument in which a 24 hour guarantee is either unattainable or would otherwise present an undue hardship on the technician and/or business operations, but that which can be reasonably calibrated under a 48 hour guarantee.
  - b. Instrument requiring repair if more than 24 hours is needed but the instrument can be repaired and calibrated within 48 hours.
  - c. Any ion chamber instrument that requires drying out of desiccants or gassing of the chamber.
    - i. Examples include but are not limited to 9-3, 9-4, Fluke 451B, Fluke 451P, 9DP series
  - d. Any calibration that typically requires an extensive amount of time to calibrate and/or typically requires software.
    - i. Examples include but are not limited to Detective X, Door Portals, Digital instruments with more than two detectors, 3030, 3030E, 3030P, 3000 series, 2350-1, 2360
- IV. Pricing remains the same regardless of the 24- or 48-hour option.
  - a. \$50 per order for analog calibrations and not to exceed 3 standard calibration instruments per order.
  - b. \$50 per instrument for digital calibrations.
    - i. Availability may be limited for digital calibrations and is at the discretion of the calibration technician.
- V. Notification must be made directly to the calibration department of intent to utilize rush services. A tracking number and expected delivery date are required prior to carrier pickup or instrument drop-off. Failure to provide such notice will void any available rush services.
- VI. Failure to provide prompt payment for the rush service does not waive the rush service fee.
  - a. Payment and contact information should be included on the Instrument Return Form, which should be included inside the box when shipping in any instruments.
  - b. Rush service will still be provided when payment information is not included on the Instrument Return Form or otherwise provided to the calibration lab. However, the calibration lab is not responsible for delay in return of instrument(s) caused by negligence to provide prompt payment.
- VII. Rush service point of contacts are only Michelle Khonsari and Brittney Crowder. Confirmation with any other person to perform any rush service shall not be honored.
  - a. Michelle and Brittney can be contacted via phone at 1-888-426-2388 or via email at [calibration@proteaninstrument.com](mailto:calibration@proteaninstrument.com)
  - b. When sending an email, the rush service is not accepted until response from Michelle Khonsari or Brittney Crowder is received.

This policy has been discussed and agreed upon this 18<sup>th</sup> day of November, 2020 and shall remain in effect until such time as all signed parties agree otherwise and a new policy is drafted.

  
Greg Watson, Plant Manager

  
Michelle Khonsari, Calibration Manager/Technician

  
Brittney Crowder, Administration/Quality Control

  
John Magill, Calibration Technician