



# Instantor<sup>®</sup>

## Tools

### Calibration & Servicing Information

#### Quality

All equipment is calibrated in accordance with Instantor's ISO 9001:2015 Calibration Procedures.

#### Certification

Following calibration, each tool will be issued with an Instantor Calibration Certificate which will detail the results for your tool. A record of your results will be maintained by Instantor for future calibrations.

#### Service

We are pleased to offer a full calibration and repair service on Instantor Press Tools. To discuss, please contact us on 01 842 6255 or email [techsupport@instantor.ie](mailto:techsupport@instantor.ie).

#### Collection & Delivery (Arrange Collection)

Collection & Delivery can be arranged at a cost of €20 +VAT throughout Ireland and Northern Ireland.

#### *How does the Collection & Delivery Service work?*

##### Collection

You can arrange collection by emailing [techsupport@instantor.ie](mailto:techsupport@instantor.ie) or you can call us on 01 842 6255. We will take some details off you, pick a day that suits for collection and ask you to securely pack your instruments.

##### Calibration

Your Instantor Tool will then be calibrated in our lab. On completion, we will contact you to arrange payment, you can pay by EFT, Credit/Debit card or cheque.

##### Delivery

We pack your instruments securely and return them to you with our next day courier service – anywhere in Ireland.





# Instantor<sup>®</sup>

## Tools

### Frequently Asked Questions

<b>How often should my tool be calibrated?</b>	Every 12M / 20,000 cycles (IT2020 19KN) Every 12M / 30,000 cycles (IT2040 32KN)
<b>How much does calibration with certificate cost?</b>	€100 + VAT (collection and delivery charges extra)
<b>What happens if my tool requires repair or adjustments?</b>	If we find your instruments are slightly out of calibration during the test procedure, we will adjust them back into spec. If there is a repair requirement, we will contact you to discuss repair options available to you.
<b>What does calibration test include?</b>	Calibration pressure test and issue of calibration certificate.
<b>What happens if my tool fails calibration?</b>	Our servicing will contact you to discuss cost of repair
<b>How much does repair cost?</b>	Varies depending on repair required
<b>How long does a calibration take if I drop and collect in person?</b>	48 hours provided tool is dropped before noon. This does not include transit time. Note: this must be booked in advance.
<b>Do you offer a collection and return delivery service?</b>	Yes, to arrange, please call us on 01 842 6255 or email <a href="mailto:techsupport@instantor.ie">techsupport@instantor.ie</a>
<b>How long does it take if I send using your collection &amp; delivery service?</b>	48 hours + transport time from/to your destination
<b>How much does collection and return delivery service cost?</b>	€20 +VAT
<b>Does the collection/delivery address have to be my work/home address?</b>	No, collection/delivery can be your builder's merchant or another address that suits you
<b>Will I get a certificate of calibration?</b>	Yes
<b>When and how do I pay?</b>	On completion of calibration, we will call you to arrange payment by Debit/Credit card, bank transfer, or cheque.
<b>Do I need to send jaws and batteries?</b>	No, just the tool.
<b>What is your warranty on repairs?</b>	6M
<b>Do you calibrate other makes of press tools?</b>	No, calibration is available on Instantor Tools only