



# Service & Support



McCrometer's service programs join forces with our expert technical support to help you protect your investment and have peace of mind.



**Protect your investment, have peace of mind**

# Why McCrometer Service?



We have several options to meet your meter maintenance requirements – from field service to laboratory calibrations - we can help you stay accurate, minimize downtime, and save money.

- ✓ Over 60 years of flow expertise
- ✓ Globally respected
- ✓ Experienced Field & Factory Service Technicians
- ✓ All industries served
- ✓ Professional engineers on staff
- ✓ Operate one of the world's largest volumetric flow laboratory

## McCrometer Provides Best in Class Service

### Certified Technical Flow Expertise

McCrometer is ISO 9001:2008 certified and is a world class resource for regulatory compliance. We are proud to calibrate our meters with our NVLAP accredited ISO 17025 flow laboratory. This ensures our customers maintain the highest standards of accuracy.

### Genuine McCrometer Parts

Accuracy begins with the quality of the parts that go into your flow meter. McCrometer Service uses only genuine McCrometer parts which are subject to rigorous QA/QC checks.

### Customized Service Solutions

We know different customers have different maintenance needs. We offer customizable service solutions that fit within your operation, your time, and your budget.

### World-Class Factory Service Center

Our Hemet, California factory boasts a robust calibration test lab that enables production of the most accurate and precise flow instrumentation. Our large volume test facility is located in Porterville, California. This facility is one of the world's largest volumetric test facilities owned by a meter manufacturer, and it offers accuracy and calibration tests of flow meters.

### Satisfaction Guaranteed

McCrometer warranties all field and factory service.

**A trusted global partner providing flow solutions and experience for efficient management of the world's natural resources**

## The Many Benefits of Service

- ✓ Factory warranty
- ✓ Genuine McCrometer parts
- ✓ Improved efficiencies
- ✓ Reduced downtime
- ✓ Rapid response
- ✓ Regulatory partnership
- ✓ Manage costs
- ✓ Pre-planned maintenance
- ✓ Extended product life cycle
- ✓ Maintains system accuracy and reliability
- ✓ Ensures regulatory compliance
- ✓ Factory start-up support



# McCrometer Service Solutions

## FIELD SERVICE

- Start-up/commissioning
- Product training
- On-demand site visits
- Preventative maintenance
- Corrective maintenance
- Service Level Agreements (SLAs)
- Diagnostic services
- Retrofit and upgrades
- Emergency response



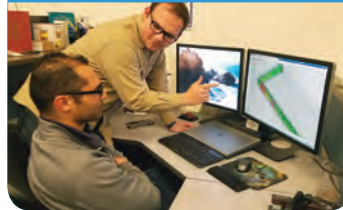
## FACTORY SERVICE

- Meter Repair Program (MRP)
- Meter Exchange Program (MEP)
- Evaluation services
- Laboratory calibration
- Professional engineering services
- Diagnostic services
- Corrosion protection
- Expedited service
- Genuine McCrometer parts



## PROFESSIONAL ENGINEERING SERVICE

- Computational Fluid Dynamics (CFDs)
- Natural frequency testing
- Hydrostatic testing
- Corrosion analysis
- Application review
- Phone/email technical support



## LABORATORY CALIBRATIONS

- Multi-point certifications
- Custom test points
- Integration of instruments with flow meters
- 3rd party hosting for witness testing
- Electronics and instrumentation calibration
- Large and small line size capabilities



## Start-up and Commissioning Services

On-site commissioning of your flow meter for complete assurance that the installation is performed as efficiently as possible and personnel are trained on installation and basic functionality.

## Factory Calibration

Some customers want, or are required to have their meter re-calibrated on a regular basis. With factory calibration, each flowmeter is individually wet calibrated in one of our two world-class NIST traceable calibration facilities and delivered with a Certificate of Calibration. Our flow lab also features ISO and NVLAP for V-Cone products.

## Meter Exchange Program

*Need a replacement meter right away?*

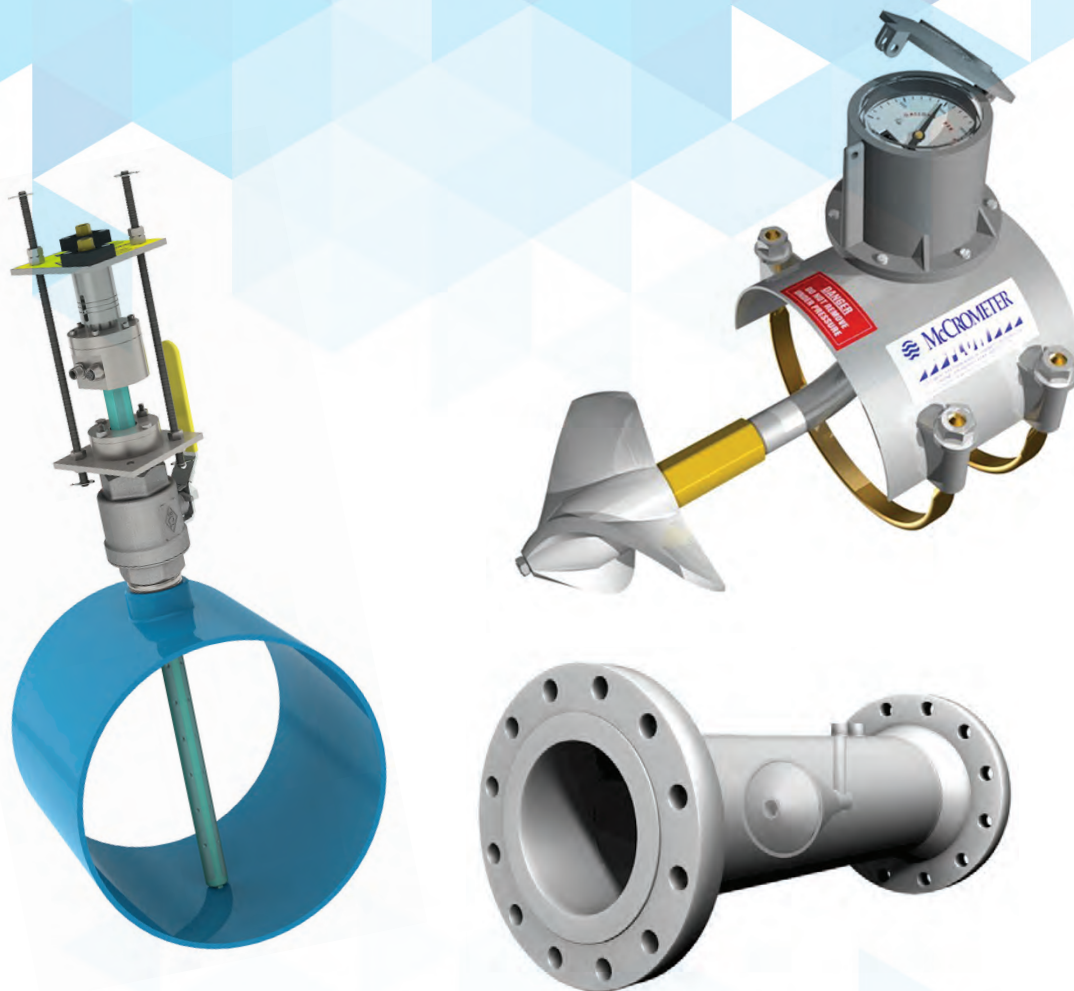
Our meter exchange program offers a like-new meter to swap with your existing meter, so that you have no down-time and only have to visit the site once.



**Protect your investment, have peace of mind**

## We Are Certified!

NVLAP accredited ISO 17025 flow laboratory • NIST traceable flow laboratory • ISO 9001:2008 certified  
Resource for regulatory compliance



For more than 60 years, McCrometer has demonstrated an unyielding commitment to integrity which is reflected in our stringent flow meter calibration processes. Our service solutions offer our customers peace of mind to measure confidently and reliably in the world's most challenging flow applications. Call today for a quote on a service plan that's right for you.

**Call Today for a Quote | (951) 652-6811 | (800) 220-2279**

**Need a Custom Service Solution?**

Remote Location • Large Install Base  
Large Line Sizes

**Industries Served**

Municipal • Oil & Gas  
Industrial • Agriculture



[www.mccrometer.com](http://www.mccrometer.com)

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