



# Why Choose FLIR Annual Calibration & Service

Each FLIR thermal imaging camera leaves the factory with the optimum built-in sensitivity, resolution, and reliability. Annual maintenance and calibration are key to maintaining high performance. When these routine services are ignored, your risk of inaccurate measurements increases.

## INSPECTION & CALIBRATION

The FLIR Service Department's exclusive 14-point inspection and calibration program uses temperature references that are calibrated annually and traceable to the SP Technical Research Institute of Sweden or the National Institute of Standards and Technology. All FLIR service centers are certified according to ISO 9001:2015 (Nov. 2016). In addition, FLIR service technicians use proprietary software for calibration that is only available to FLIR—not to any outside service centers.

FLIR service technicians perform full calibrations and make adjustments needed to ensure correct measurement functions. The goal is to both control measurement accuracy and return the system with 100% correct readings.

FLIR Service relies on genuine FLIR spare parts and accessories when making repairs to ensure consistent performance. Service technicians also update firmware to the latest version in order to improve functionality and often, provide added features.

Our goal is to return the camera within a maximum of five working days.

## THE 14-POINT INSPECTION & CALIBRATION INCLUDES:

- Performing a complete operational check.
- Calibrating and aligning thermal and visual cameras for MSX®, when applicable.
- Verifying all internal cable and PCB connections.
- Cleaning the viewfinder and checking optics.
- Upgrading internal camera software to latest revisions.
- Performing minor repairs.
- Verifying and/or re-equalizing temperature ranges for image uniformity.
- Verifying standard lens calibration (others or special engineered lenses; optional).
- Verifying ambient temperature compensation, as needed.
- Recalibrating to ensure the camera meets factory specification.
- Calibrating temperature ranges up to 1,500°C, when applicable.
- Performing quality approved acceptance test procedure.
- Providing calibration label with next due date.
- Inclusion of calibration certificate (optional, extended calibration certificate with measured values).



## SERVICE PROTECTION PLANS

### PREMIUM PACKAGE - BEST VALUE!

Includes:

- Extended warranty
- 3-day guarantee\*: FLIR will repair your camera within 3 days after receipt or we'll loan you a camera free of charge
- Complete 14-Point Inspection and Calibration program
- Full hardware and software repairs
- All parts and labor

Our goal is to offer a loan unit if the repair time exceed our standard lead-time. All service agreements give your camera highest priority at our workshops.

### GENERAL MAINTENANCE PACKAGE

Includes:

- Complete 14-Point Inspection and Calibration program
- Quick repairs without incurring additional costs

### EXTENDED WARRANTY

Includes:

- All parts and labor
- Full hardware and software repairs

\*The 3-day guarantee applies to new camera purchases only, beginning on the first day of ownership, and is effective for one full year. It is not available on GasfindIR, GF-Series, or high-end science cameras. If the Extended Warranty is not added at the time of or within the first year following camera purchase, a general maintenance will be required to qualify for the Extended Warranty

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Reach us here:  
<http://flir.custhelp.com>

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