

Moisture Sensor Exchange Program

Calibration service agreements for Panametrics aluminum oxide moisture probes



Features

An inherent advantage of the aluminum oxide technology is the opportunity for Panametrics to provide a low-cost nationally accredited calibration, ensuring the health of the sensor and confidence in its ability to provide an accurate moisture measurement.

- The program ensures minimal interruption to critical process measurements.
- Panametrics exchanges a sensor approaching the end of its calibration cycle with a newly calibrated sensor.
- The newly calibrated sensor will arrive in advance, according to a mutually agreed upon schedule.
- The local Panametrics Service Center can store the replaced sensors and recalibrate them before your next calibration requirement.

Benefits

Each customer's calibration requirements, locations, and applications are different. Panametrics has invested in an upgraded, global calibration capability to provide a custom solution to meet your specific needs.

Panametrics will notify you when it is time to send in your moisture probes, based on your pre-determine schedule.

- Zero Down Time for your measurements.
- Price held constant for 3-, 4-, or 5-year terms.
- Simplified probe return process.
- Local field service engineers can optionally deliver, install and/or gather probes.
- Measurement surveys and verifications available as an option.

Moisture probe calibration

Each aluminum oxide sensor receives an individual calibration in one of our advanced moisture calibration systems. These calibration systems generate precise moisture concentrations throughout the measurement range and are traceable to national standards.

All data is taken and stored by a dedicated computer system. Calibrations are repeated numerous times to determine the stability of each individual moisture probe. Only those probes that meet our demanding specifications for accuracy and stability are shipped to our customers.



Moisture probe recalibration service

Panametrics provides moisture probe recalibration as a service to our customers. Recalibration involves cleaning contaminants from the probes and putting moisture probes through our standard calibration procedure described above.

The updated calibration data is collected, dated, and stored. We review the calibration history of the moisture probe for unusual changes and regularly contact customers with feedback to recommend adjustments in the calibration cycle (typical calibration cycle is on a twelve-month basis) or ways to avoid damage or drastic change in calibration to the sensor. Panametrics then returns the moisture probe to you with any requested calibration certificates. Calibration data sheets are always available electronically at <https://store.bakerhughes.com/calibration-data>.

Managing your probe calibration data

Panametrics introduced the Instrument Calibration Portal as a self-service notification program prior to the introduction of the Moisture Sensor Exchange Program. This online tool helped customers manage calibration data for their aluminum oxide moisture probe. Panametrics migrated and upgraded the functionality of this portal with the creation of the Panametrics Digital Solutions Store. Here you can create an account, assign your moisture probes to your account, request an RMA for the return of sensors for calibration (not necessary for the Moisture Sensor Exchange Program), and print out your datasheets or save them to your hard drive. By creating an account, you can also track the status of your product and calibration orders.

Visit the Digital Solutions Store:
<https://store.bakerhughes.com/>

To contact us, please visit
<https://www.bakerhughes.com/panametrics-customer-care>

