



ALPHATECHNOLOGIES

AlphaCare™: Calibration Services
AlphaCare™ Support

AlphaCare™: Calibration Services

Protect Your Instrument's Accuracy Before It Costs You

An out-of-calibration instrument drifts quietly, and by the time you catch it, you've already shipped questionable data or scrapped good material.

AlphaCare's Calibration and Preventive Maintenance Program keeps your Alpha Technologies instrument running at original accuracy, looked after by the people who built it.

The Problem with Third-Party Service

When your instrument needs calibration or repair, the servicer you choose matters more than the price they quote. Third-party providers work without access to original specifications, original tooling, or original parts. Their fixes introduce variables you cannot account for, and those variables show up later as inconsistent results, failed audits, or unplanned downtime.

Alpha Technologies built your instrument. AlphaCare is the only service program founded on this knowledge.



What Happens During a CPMP Visit

Every AlphaCare visit follows the same process, regardless of which tier you select.

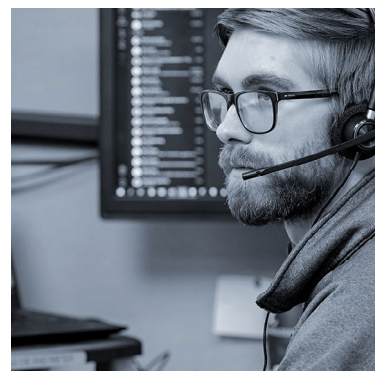
- Full instrument checkup against original manufacturer specifications
- Calibration with certificates documenting compliance
- Reference compound setup and verification
- Parts replacement guidance based on wear patterns, before failure occurs
- You get a documented record of your instrument's condition, not a guess

Support That Doesn't Stop at the Visit

AlphaCare includes ongoing technical support between scheduled visits.

- Phone and email access to Alpha engineers
- Customer portal for documentation, courses, downloads, instructions for instrument maintenance and operation
- Troubleshooting support when something doesn't look right

Your lab team doesn't wait for the next scheduled visit to get an answer.



Why Labs Choose AlphaCare

Accuracy and reproducibility verified against original manufacturer specifications

Increased reproducibility between instruments

ISO 17025 accredited calibration

Original spare parts with no measurement impact

Reduced risk of unplanned breakdown

Priority scheduling for AlphaCare customers

Highly skilled engineers sharing knowledge and giving advice on every visit

Cost budgeted in advance with no surprise invoices

Preferential rates for repairs outside your contract

Support available at all times

Keeps your production running

Extends the life of your instrument

Peace of mind

Additional Verifications* Available

Torque Standard

Temperature

Platen Closure Force

Pressure

Mooney calibration weights

Mooney torque linearity

Mooney rotor speed

RPA full advanced verifications

MDR full advanced verifications

MV full advanced verifications

Tensile Extensometer

Tensile Crosshead speed

Tensile Thickness gauge

*Your service engineer will recommend which verifications apply to your instrument and your testing requirements.

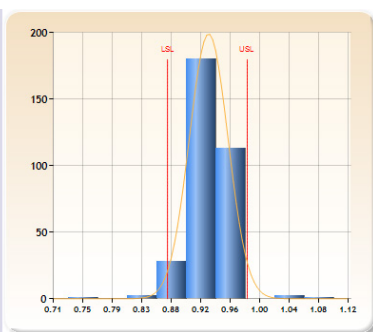
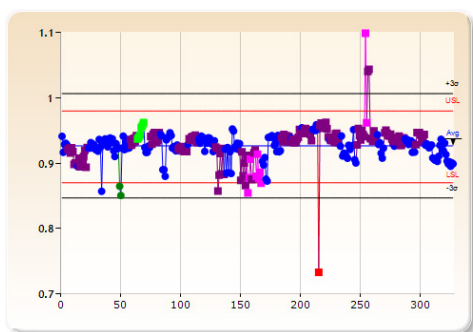


Chart represents typical performance trends and does not reflect actual customer data.

The Difference Shows Up in Your Data

Instruments on a CPMP schedule hold tighter tolerances over time. Instruments without one drift. The drift builds with every test run.

Why Alpha Technologies?



- Original manufacturer knowledge, not third-party guesswork
- Right tools for your specific instrument, every time
- Original parts with no measurement impact
- 50+ service engineers worldwide
- ISO 17025 accreditation
- International correlation across Alpha's global service network
- 12-month warranty on all parts (consumables excluded)
- Accurate and reliable data, every test
- Extends the life of your instrument

Find the Right Level of Coverage

AlphaCare offers three service tiers, from a single annual visit to a full preventive maintenance and repair contract.

Tier Comparison Table

Feature	Simplicity	Select	Advantage
Visits per year	1	2	4
Repair visits included	None	None	1
Calibration and certification	Included	Included	Included
Reference compound setup	Included	Included	Included
Parts replacement guidance	Included	Included	Included
Phone and email support	Included	Included	Included
Customer portal access	Included	Included	Included
Priority scheduling	No	Yes	Yes
Preferential repair rates	No	Yes	Yes
Service rate	Standard	Standard	Standard
Contract required	Yes	Yes	Yes
Best suited for	Labs running one Alpha instrument with stable, low-volume testing	Labs running instruments under moderate, consistent testing load	Labs running instruments under heavy use or with repair history

Don't Wait for a Breakdown to Call Us

Request a quote and one of our service engineers will recommend the AlphaCare tier fitting your instrument and your testing schedule.

Request a Service Quote



There's a lot riding
on our testing.™

Contact Us to Learn More or Schedule a Demo
alpha-technologies.com | 330-745-1641