

What Will You Do When the Auditor is At your Door?

Rees Scientific Is Here to Help!

We have over 25 years of experience in both Environmental Hardware design and Validation Protocol development, as well as offer comprehensive packages for all of our Environmental Monitoring Systems. All of our protocols are designed to meet today's toughest standards, including AAALAC, AABB, CAP, FDA, GAMP, GxP, HACCP, Joint Commission, USP797, and other regulatory requirements.

Rees Scientific employs only factory trained field and service technicians to install and assist you with your Rees Scientific products.

Installations, Add-ons and Upgrades

Highly skilled, factory-trained installation specialists install, program and test your new equipment.

Maintain your validated System with our On-Site IQ/OQ Testing and Protocols.

On-Site technicians perform our IQ/OQ protocols, calibrate sensors, and provide you with documented proof of reliable system functions. This service includes all software upgrades.



Software Validation

The Software validation report includes test results and documentation to satisfy any inspector.

Training

On installation, our field technicians train your personnel in Centrons' use, and provide documented proof of their knowledge.

On-Site Service

Our nationwide network of factory employed, factory trained service engineers ensure that your system is well maintained, up-to-date, and working properly. Rees Scientific's 24-hours a day 7-days a week technical support answers your questions, and our service dispatch will handle any on-site issues.

Rees Scientific offers the following packages:

VAL/SERV A

- Bi-annual On-site IQ/OQ validation.
- Current Software Validation manual.
- Software updates to current version.
- Calibration of all temperature and humidity sensors with the NIST traceable device.
- On-site training at the time of the validation.
- 24-hour telephone technical support.
- On-site service includes parts and labor.

VAL Second

- Six-month IQ/OQ validation.
- Current software Validation manual.
- Current IQ/OQ Validation Protocol manual.
- Software updates to current version.
- Calibration of all temperature and humidity sensors with NIST traceable device.
- On-site training at the time of the validation.

QUAL - SERV

- One year service contract with a once a year site visitation for re-qualification of existing system, re-calibration of all sensors and PM check.
- 24/7 technical support and on-site service to repair or replace, as needed, to restore full system operation for one year from date of equipment installation.
- If applicable, customer will be responsible for the replacement of batteries in wireless sensors.

Service Contract

- 24-hour telephone technical support.
- On-site service includes parts and labor.

VAL/SERV B

- Annual On-site IQ/OQ Validation.
- Current Software Validation manual.
- Software updates to current version.
- Calibration of all temperature and humidity sensors with a NIST traceable device.
- On-site training at the time of the validation.
- 24-hour telephone technical support.
- On-site service includes parts and labor.

Premium Calibration Services

- Five Point Certified Sensors with Certificate (RTD Sensors and High Accuracy Humidity Sensors)
- Three Point Calibration (available for those choosing to stay with thermistor probes)
- Alarm Limit Testing – More commonly referred to as “Fire and Ice” testing, the Alarm Limit Testing Protocol is designed to prove that system will indeed alarm at each sensors set high and low alarm parameters.
- Premium Sensor Calibration Protocols Available.

CAL/SERV

- Annual Calibration of all temperature and humidity with traceable equipment, copies of reference equipment calibration certificates and onsite refresher training at the PM visit.
- Package to be invoiced upon receipt of order.
- Payment in full required prior to start of PM visit.
- 24/7 technical support and on-site service to repair or replace, as needed, to restore full system operation for one year from date of equipment installation.
- If applicable, customer will be responsible for the replacement of batteries in wireless sensors.

CONT/PTS

- One Year extended Parts Only Warranty
- 24/7 Technical Support.