

Important Information about purchasing Hanwell calibration services.

Calibration Purchasing Policy

All Calibration Laboratory activities are undertaken impartially, they are structured and managed to safeguard impartiality and customer confidentiality.

Our standard calibration procedures

Calibrations are offered to the customer covering predetermined calibration points which are selected by Hanwell to best cover the operational range of the Hanwell instrument being calibrated.

Our standard calibration procedures will result in 'as-found' values at the predetermined specified points. If measured values are found to be outside of the Hanwell instruments original quoted tolerance of the instrument being calibrated, the product will be adjusted as part of our standard calibration procedure to bring the measured values within the quoted tolerance. It should be noted that uncertainty of the measurement process is not considered for this decision.

Important: It is important to note that if adjustment of the instrument is not required the customer must advise this when placing the order.

All calibration results should be reviewed by the customer, and it is up to the customer to determine if the results of the calibration are acceptable to their own requirements.


Where calibrations are performed on-site, and adjustments are deemed to be required. Some products may need to be returned to our calibration laboratory for adjustment and recalibration.

The customer will be advised of any instrument that could not be calibrated or adjusted. They will be advised the probable reason (without testing) for the failure when possible before the instrument is returned.

The price of adjustment & re-calibration is included in the price for the standard calibration procedure.

Extremes of Range: Hanwell will not calibrate within the last 5°C, 5%rh, or 5% of the stated instrument measuring range. This is because when instruments reach the limits of their measuring range, they may give a fixed value or error code etc. This can result in failed or misleading results, when trying to calibrate at the extremes of an instruments operating range.

If the above does not fit your needs, please contact our sales department to discuss your requirements. Addition calibration points may be purchased in addition to our standard calibration points. Pricing can be provided upon request

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Other Documents to consider: QM2 - ISO 17025 Quality Policy Statement, QM3 – QMS Confidentiality Policy