

# Utica Torque Assurance & Repair Program



The goal of any fastening application is to maintain a high degree of accuracy. This can only be accomplished with equipment that is regularly maintained and calibrated. Six Sigma results are possible with tools that meet both high technical requirements and follow a regular calibration and certification schedule. Who then has more expertise to service your Utica equipment than a qualified Utica technician?

Utica Calibration & Repair is your documentation that the torque products used on your floor are both accurate and reliable. Using NIST-traceable standards, Utica calibrations meet all ANSI requirements and provide NIST traceable certificates with every repaired or calibrated tool. Standard turnaround time is only 5 days, and rush 24-hour delivery is also available.

As a general rule, it is recommended that torque products be calibrated every six (6) months. However, quality objectives, degree of usage and other application related details will determine the calibration frequency for your organization.

Contact your local Utica Distributor today to begin your Torque Assurance Program.



# Utica 2003 Flat Rate Calibration & Service Schedule

Utica offers calibration and repair services for all tools sold

Each calibration includes a NIST traceable certificate and is performed by professional Utica technicians.

Utica Wrenches & Screwdrivers			Calibration Rate	Flat Repair Rate*
Preset (all tool sizes)		Standard Delivery	\$25.00	\$60.00
		24-Hour Delivery	\$37.50	
Utica Wrenches & Screwdrivers				
Adjustable/dial	0-150 ft.-lb.	Standard Delivery	\$35.00	\$80.00
		24-Hour Delivery	\$52.50	
	151 ft.-lb. & above	Standard Delivery	\$60.00	\$155.00
		24-Hour Delivery	\$90.00	
Utica TA4 Electronic Torque Analyzers				
	0-50 ft.-lb.	Standard Delivery	\$150.00	Quote Provided
		24-Hour Delivery	\$225.00	
	51 ft.-lb. and above	Standard Delivery	\$200.00	Quote Required
		24-Hour Delivery	\$300.00	

Standard turnaround time for tools, and TA4 analyzer calibration is 5 working days.

\* Flat rate repair includes repair, calibration and NIST traceable certificate

## Warranty

Utica tools and analyzers that are calibrated will carry a 90-day warranty. This warranty is limited to calibration. This warranty does not extend to any product which has been altered or abused. CooperTools does not warrant the merchantability of its products and does not make any warranty, express or implied, other than the warranty contained herein. We reserve the right to determine when a product cannot be calibrated, or repaired, and return it to the sender without re-calibration, or repair.

## Calibration & Repair Return Procedure

1. Contact Utica Customer Service at (937) 222-7871, Fax (937) 228-0422 for a Returned Goods Notification Number (RGN) prior to returning the item for calibration or repair.
2. Send a purchase order to Utica Customer Service referencing both the RGN number and the model number of the item being returned.
3. The RGN number must be listed on the outside of the package.
4. Customer Service will direct your shipment to either of these locations:  
CooperTools, 600 Defiance Avenue, Hicksville, OH 43526  
CooperTools, 2000 South Santa Cruz Street, Anaheim, CA 92805

For more information on Utica products or services please see our website at [www.uticatools.com](http://www.uticatools.com).



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BUCKEYE® • CLECO®  
COOPER AUTOMATION™  
DGD® • DOLER® • DOTCO®  
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MASTER POWER®  
METRONIX™  
QUACKENBUSH™  
RECOULES™  
ROTOR™  
UTICA®

**CooperTools**  
Sales & Service Center  
2000 S. Santa Cruz Street  
Anaheim, CA 92805-6816  
Tel.: 714-712-5800  
FAX: 714-712-5801

**Hicksville Operation**  
600 Defiance Avenue  
Hicksville, OH 43526  
Tel.: 419-542-7711  
FAX: 419-542-7330