

SUCCESS STORY



Grant Instruments

Utilising rental to maintain product through unexpected downtime

THE COMPANY

Grant Instruments is renowned worldwide as a pioneer of temperature control, developing innovative scientific apparatus solutions and data acquisition tools. They have served the scientific, healthcare and industrial markets worldwide for decades and manufacture most of their scientific apparatus products to incredibly high standard in the UK. Having built a global presence, they sell more than 10,000 scientific apparatus products annually and have sold a total of 80,000 data acquisition products worldwide.

Bringing innovative solutions and high-quality products direct to laboratories, healthcare and industrial markets is at the core of their business and they pride themselves on providing these important industries with high-quality products that offer incredible performance and reliability. Providing a reliable service and timely delivery to their customers is of the utmost importance to Grant, and they see this as essential to their ongoing success and future growth.

THE PROBLEM

Grant uses a sophisticated Keysight 3458A 8.5 digit DVM for setting up highly accurate and precise readings for PT100, PT1000 temperature, current and voltage measurements on their industry leading data loggers. When it came time to send their only unit in for its yearly service and UKAS accredited calibration, they were met with the shock of an eight to twelve week lead-time for the work to be completed and the instrument to be returned to them. As this device was the sole unit used for final test and calibration, the lead-time would have had a large impact on their production verification process and product delivery dates to their customers. Faced with this long and unexpected gap in their production



'ElectroRent provided the ideal solution for us to keep our production line going and our customers products delivered on time. They provided a quick and efficient service and a top-quality product that we know we can rely on.'

**Quality Engineer,
Grant Instruments**

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operation, they needed a solution that would minimise the delay and disruption and allow them to maintain output.

Since there was no system for tracking calibration and repair history, there was no audit trail to support re-testing if an asset received an out-of-tolerance designation. Without an audit trail, testing was duplicated unnecessarily, reducing the productivity of the testing organization.

THE SOLUTION

Having worked with Electro Rent previously, Grant approached us looking for options to provide an immediate solution. After taking time to understand their requirements we recommend a device from our rental inventory to match their exacting specifications. Following a full UKAS accredited calibration, we were able to ship the unit to Grant within a week. This allowed them to continue to meet the production and shipment schedule of customer orders without missing a beat. As with any rental order, Grant had complete flexibility to change, upgrade or extend the rental at any time to meet any other expected needs, such as further delay to the calibration of their own unit.

THE OUTCOME

The services provided by Electro Rent prevented delayed customer shipments, avoiding customer disappointment and ensuring sales revenue continued uninterrupted. By offering UKAS accredited calibration on the rental instrument, we enabled Grant to maintain production operation while maintaining fully auditable proof of calibration essential to ensuring the confidence of the customers.

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