

Microphone Service

Warranty Calibration Repair



G.R.A.S.
SOUND & VIBRATION



Service

When you purchase a measurement solution from G.R.A.S., you receive not only a standard-based solution that fulfils your acoustic requirements, but also a complete package of support solutions for the entire lifetime of your G.R.A.S. equipment.

Warranty

All microphones provided by G.R.A.S. are constructed with a stainless steel protection grid and housing as well as a special stainless alloy diaphragm for unmatched durability and longevity. All our high precision measurement microphones are delivered with a 5-year warranty against defective materials and workmanship.

The warranty does not cover products that are damaged due to negligent use, incorrect power supply or incorrect connection to the equipment.

Calibration

G.R.A.S. provides a factory calibration on all relevant equipment. The calibrations are performed by specially trained G.R.A.S. personnel under controlled conditions according to established procedures and standards. The calibrations are traceable to recognized national and international reference laboratories, e.g. National Physical Laboratory (NPL) in England.

Both new equipment and re-calibrated equipment are delivered with up-to-date calibration information on individual calibration charts or extended calibration certificates.

Accredited Calibration

Some clients require accredited calibrations, which are calibrations made by a national metrology institute according to appropriate working standards. If you require an accredited calibration from an independent, ISO 17025 certified organization, G.R.A.S. can provide you with this service.

Repair

All repairs are made at G.R.A.S. International Support Centre located in Denmark. Our Support Centre is equipped with the newest test equipment and staffed with dedicated and highly skilled engineers.

We use only approved and high quality parts and components in our equipment – in new products as well as in repaired products. Almost all our products are repairable, including the replacement of damaged microphone diaphragms.

Upon request, we make cost estimates based on fixed repair categories.

If a product covered by warranty is sent for service, it is repaired free of charge, unless the damage is the result of negligent use or other violations of the warranty.

All repairs are delivered with a service report and an updated calibration chart.