



Calibration News

[linkedin.com/company/cirrus-research-plc](https://www.linkedin.com/company/cirrus-research-plc)
[@cirrusresearch](https://twitter.com/cirrusresearch)
www.cirrusresearch.co.uk/blog
www.youtube.com/user/CirrusResearch

Keeping you up-to-date with the world of **noise measurement**

Introduction

Your noise measurement instruments are a valuable investment and so maintaining the accuracy and performance of your equipment is vital, especially if you need to meet any regulations, standards or guidelines, e.g. the Noise at Work Regulations.

Regardless of how often you use your instruments, regular calibration is an important part of this and as the original manufacturer of your instruments, only Cirrus can provide you with the care and attention that you should demand.

Our fixed price calibration policy gives you a cost effective way to ensure that you are compliant with any regulations and that your equipment is kept in peak condition.

Introducing our "no quibble" warranty

Cirrus offers new products with a two year return to base warranty against all faults. This warranty is extendable, one year at a time, up to a maximum of fifteen years, if the products are calibrated annually with Cirrus Research plc or a Cirrus Calibration Centre.

In short, if your instrument is calibrated annually with Cirrus, then you can enjoy peace of mind for up to 15 years, through our industry leading "no quibble" warranty policy.

Full details of our warranty are available on our website at

www.cirrusresearch.co.uk/calibration

Traceable Calibration & UKAS Calibration

All of our calibrations are traceable to National Standards. What this means is that all of the equipment that we use is calibrated and verified to the highest standard.

All of the test equipment that is used when your instrument is being tested and calibrated is verified by UKAS Accredited laboratories. In addition to this, our reference microphones and pistonphones are calibrated to UKAS standards by the National Physical Laboratory, or NPL, who hold the UK references for sound level measurement.

As well as our standard traceable calibration service, we can offer a UKAS Accredited calibration for most of our sound level meters and acoustic calibrators. Depending upon the instrument, this can be to either BS7580-1:1997 or BS EN 61672:2006 Part 3.

We can now also offer this service for other manufacturers' instruments. We've covered this later in this newsletter so read on to find out more.



If you would like more details of our calibration services, please call us on 0845 230 2434 or email sales@cirrusresearch.co.uk

Get support for your Cirrus instrument and software

To help you get the most from your Cirrus instruments and software, we've launched 2 new websites.

The first is a knowledgebase and can be found at wiki.cirrusresearch.co.uk

This site has support information and a searchable knowledgebase which can often help you find answers to any problems or questions that you have.

The second new site can be found at www.cirrusresearch.tv and this contains tutorial videos for our instruments and software.

Why not check out what's new on these sites and if you have any suggestions for content, let us know.

Sending your equipment back to Cirrus

We get a large number of parcels and packages from all over the world arriving at Cirrus, some of which are sent without any information or instructions.

Before you send anything back to Cirrus, it's always a good idea to let us know that it is coming. That way we can let you know if anything happens on its way to us. We would also recommend that you put our address clearly on the outside of the box.

Please also don't forget to include your contact details and any other important information such as a purchase order number or your dBAdvantage Card number.

To help you, we've produced an address label that you can download, print and stick to the box.

You can download this label from our website at

www.cirrusresearch.co.uk/label

Do you have any non-Cirrus noise measurement instruments?

We can now offer a calibration service for almost any make of sound level meter or acoustic calibrator.

Regardless of whether you've got a Cirrus instrument or not, we can offer either a Traceable Calibration or a UKAS Accredited Calibration for instruments from most major manufacturers.

If you would like a quote for calibrating your non-Cirrus instruments, let us know and we will be happy to help.

Call us on 0845 230 2434 and speak to our customer support team.

Top Tips

Batteries

Always keep a spare set of batteries with your sound level meter or acoustic calibrator particularly in hot or cold weather.

The temperature of a battery can have a significant effect upon its performance and it's always worth checking for any dates on the packaging. Batteries will degrade over time and if your "new" batteries have been sitting on a shelf for 5 years, they won't be as good as they should be.

NoiseTools is supplied free from any installation or licensing restrictions and can be installed on as many PC's as needed

Software

As part of our commitment to on-going development and improvement, we regularly release new versions of our software.

The new versions often contain new features and functions as well as fixes and improvements to existing functions.

It is always a good idea to make sure that you have the latest software for your PC and, in the case of the optimus, the latest firmware.

Don't forget that the NoiseTools software is supplied free from any licensing or installation restrictions and can be updated free of charge from the Cirrus website or directly from within the program itself.

To download the NoiseTools program or to check for updates, visit www.cirrusresearch.co.uk/noisetools

Get to know the team at Cirrus

Our support and calibration team has grown over the past few years and there are some people that you may have spoken to but never actually met.

Here's a quick introduction to the key members of the team.



Nigel Palmer
Customer Service Manager
nigel.palmer@cirrusresearch.co.uk



Craig Storey
Technical Customer Support
craig.storey@cirrusresearch.co.uk



Terry Goodrich
Calibration Department Manager
service@cirrusresearch.co.uk



Billy Pratt
Calibration Department
service@cirrusresearch.co.uk



For more information: Telephone UK: 0844 6640812
Fax: +44 1723 891742 Web: www.cirrusresearch.co.uk

International: +44 1723 891655
Email: sales@cirrusresearch.co.uk

Cirrus Research plc,
Acoustic House,
Bridlington Road,
Hunmanby, North Yorkshire
YO14 0PH United Kingdom



ISO 14001:2004
EMS 552104



ISO 9001:2008
FM 531001

