

# What you need to know about moisture probe calibration and recalibration



## Moisture probe calibration

Each aluminium oxide sensor is individually calibrated in one of our advanced moisture calibration facilities. Our facilities use flow, temperature and pressure measurement devices, traceable to national standards, to generate precisely known moisture concentration calibration gases that are passed by each probe during the calibration process.

All data is taken and stored by a dedicated computer system. Calibrations are repeated numerous times to determine the stability of each individual moisture probe. Only those probes that meet Baker Hughes' demanding specifications for accuracy and stability are shipped to our customers.

## Moisture probe recalibration service

Panametrics provides moisture probe recalibration as a service to our customers. Recalibration involves cleaning contaminants from the probes and putting moisture probes through our world class calibration procedure described above.

The updated calibration data is collected and dated. The moisture probe is then returned to you with a new calibration data sheet. In addition to providing updated calibration data, we also review the calibration history of the moisture probe for unusual changes. We regularly contact customers with feedback to ensure proper installation and to recommend adjustments in the calibration cycle.

Typically, Panametrics recommends recalibration on a six-to-twelve-month cycle.

## How to send your moisture probes back for recalibration

You will need to create a Return Merchandise Authorization (RMA) to have your moisture recalibrated in one of our facilities.

To create an RMA, visit [Panametrics.com](https://Panametrics.com) to create an RMA in minutes using our self-service Returns Portal. The Returns Portal is directly connected to our ERP and will allow you to check your order status throughout the process. Alternatively, you can always contact your local Panametrics Service or Sales representative for assistance with creating an RMA.

## Managing your probe calibration

Panametrics introduces the Instrument Calibration Portal. This online tool helps customers manage calibration data for their aluminium oxide moisture probe and recalibration schedule. Creating a user profile is easy. Assign your moisture probes to your account, print out your datasheets or save them to your hard drive, and receive email notifications when you would like to return your probes for recalibration. Register your probes now by visiting the calibration portal at <https://calibration.bakerhughesds.com/>