

## Calibration Services FAQ

### Q: What is your average turn-around time for equipment calibration?

**A:** The average turn-around-time for most equipment is less than 7 days.

### Q: Who are your customers?

**A:** Rockwell Collins provides service to a diverse group of customers. We provide calibration and repair services for avionics companies, telecommunication and space technology companies, industrial and government organizations, airlines, schools and service centers. Rockwell Collins offers 2 solutions to meet your calibration and service needs: fixed-base and mobile on-site CALVAN services.

### Q: Can I get equipment repair as well as calibration?

**A:** Yes, our Wichita Service Center and CALVAN fleet offer both test equipment calibration and repair services. Our Service Center stocks a wide variety of parts to reduce equipment turn-around time.

### Q: Do you offer multi-site contracts?

**A:** Yes; to learn more about our multi-site or standard service contracts, contact the Wichita Service Center at **316-677-4828** during business hours (M-F, 7:30 AM—5:00 PM CST) or send an email to **CALVAN@rockwellcollins.com**.

### Q: Does the Wichita Service Center provide traceability?

**A:** Yes, the Wichita Service Center provides the ability to document that the value assigned to a particular measurement is directly related to the NIST (National Institute of Standards and Technology) to the extent their services provide. This measurement is derived from nationally accepted values of physical constraints or ration type self-calibration techniques.

### Q: Do your services include a report of calibration?

**A:** Yes, a report of calibration is provided to the customer for audit purposes. This document validates traceability and describes the received in-or-out of tolerance conditions, calibration procedure applicability, date calibrated and measurement standards used.

### Q: Where can I find more information about Rockwell Collins Calibration Services?

**A:** Contact us via telephone or email to learn more about our fixed-base and mobile CALVAN calibration services.