

Assurance, Accuracy & Integrity: The Forgotten Elements

By: Randy Grater, Technical Services Manager; Jim Strachan, Sales & Marketing Manager
October 2, 2014

When choosing acceptable vendors, too often the determination comes down to price, and the reason for buying is often forgotten.

Most astute customers do not base their purchase decision on initial price alone, but “total value.” First and foremost, it is understood that particle counters and microbial samplers are not mere commodities, but rather laboratory instruments, often deployed in clinical environments where accuracy and repeatability are of paramount importance. Organizations deploying instruments that lack these characteristics risk deviation reports, fines, and bring concerns of the quality of their production or research into question.

What is Assurance?

Assurance is earned. It is what you have, only AFTER trust has been established. **Quality Assurance** is the maintenance of a desired level of quality in a product, especially by means of attention to every stage of the process of production.

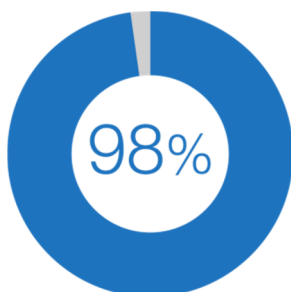
Climet is an innovation leader, and substantial resources are dedicated to testing and Quality Assurance. Climet was the first, and may still be the only company that performs HEPA filter testing to cleanroom ISO Class 3 specifications, Battery testing, AND Count Efficiency testing that **exceeds** ISO standards.

Accuracy & Repeatability

Field reports from large pharmaceutical companies that have monitored particle counters at their facilities have stated that Climet particle counters continually in operation were 97%-98% 'in-tolerance' based on a six-month calibration interval. Conversely, other particle counter brands at their facility had significantly lower 'in-tolerance' rates between 60% and 80%, and in one case substantially worse.

An internal audit confirmed that 98% of Climet particle counters returned for recalibration over the prior two years were found to be 'in-tolerance.'

In an attempt to corroborate our customers' findings, in September 2014 an internal audit confirmed that 98% of Climet particle counters returned for recalibration over the prior two years were found to be 'in-tolerance.' This study included several particle counters sold more than 20 years ago!



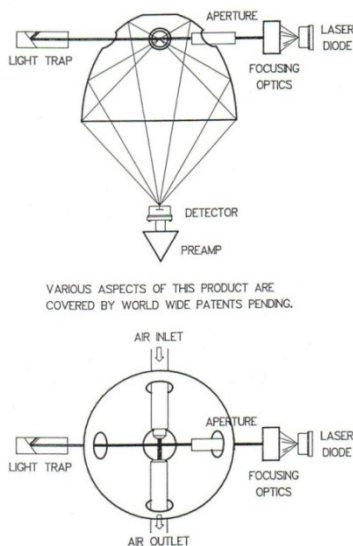
Since Climet is the only company in the industry advertising our calibration “in-tolerance” rates, we must conclude that other brands of particle counters are simply lacking the engineering and technical expertise Climet products bring to the market.

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Uncompromising Commitment to Quality and Innovation

At Climet, we have pride in manufacturing, and an unwavering commitment to offer our customers the most reliable and accurate product available in the market.



One of the many patents obtained by Climet is a metal ellipsoidal mirror used in our laser optics. This technical innovation provides us a superior competitive advantage.

It allows our instruments to view particles at various angles minimizing the effect of particle shape on sizing. Moreover, it collects more light for greater sensitivity, and improves monotonic response. The metal ellipsoidal mirror is also plated with Rhodium (Rh), which is a very expensive chemical element and a member of the platinum group. We incorporate this superior technology in our products because it heightens accuracy, increases product longevity, and provides higher tolerances to environmental changes such as temperature. Quite simply, our customers can rest assured they are in fact getting their money's worth.

Conversely, our competitors use plastic in all or some portion of their optics. We at Climet find this somewhat shocking as it is well known that plastics change optical properties with temperature.

Additionally, a field report from one of our customers confirms that a competitor's particle counter had problems with its optics when its metallic coated plastic mirrors had prematurely begun flaking-off, losing its reflective coating.

Certainly, the use of plastic cheapens costs, but only at the expense of quality, accuracy and long term reliability. Quite frankly, this violates our principle philosophy at Climet, and it is one of many areas that we will not compromise our values.

To this end, Climet has seven patents in the field of particle counting, and each unit sold by Climet incorporates one or more of these innovations!

Integrity & Total Cost of Ownership

Climet is the only particle counter manufacturer that has been in business since 1962. We have been in operation for more than 50 years by simply taking care of our customers, by treating them fairly, and always acting with integrity.

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Climet establishes a fair price for its instruments, and we offer our customers the lowest total cost of ownership. Climet instruments are built to last the test of time. In fact, we continue to service and support Climet manufactured products sold in the 1980's.

We do not play the 'shell game' by lowering the cost of our particle counters, and substantially increasing the price of calibrations, batteries, or various consumables.

We do not limit repair service to only those products covered by a warranty, which forces customers to buy replacement instruments.

We do not refuse to calibrate instruments sold more than five years ago, which again forces customers to buy replacements instruments.



Unfortunately, these and similar deceptive strategies are commonly employed by some of our competitors.

Again, Climet customers can rest assured knowing we are not a new player in this market segment, but have a long track record in treating our customers fairly and honestly. In many cases, we are proud to say we've been servicing and supporting many of our customers for multiple decades.

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Climet Instruments Company

1320 W. Colton Ave.
Redlands, CA 92374 (USA)
Tel/ +1 (951) 793-2788
www.climet.com

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