

Service & Calibration

Optical Inspection & Non-contact Measurement Systems



Vision Engineering systems are manufactured to last. However, intense use and environmental conditions can lead to increased wear and contamination, decreasing product performance.

We provide a fast and efficient Service and Calibration facility to ensure that your equipment continues to perform with long term accuracy and optical excellence.

Servicing

How can I prevent my system from needing a service?

It is advisable that your system is kept covered with a plastic dust cover when not in use. This will help to prevent unnecessary dirt and dust from getting into your system. Preventing your lenses from becoming chipped or scratched can also be minimised by using protective lens caps when your system is not in use.

If you require new dust covers or protection caps, you can order these by contacting Vision Engineering and quoting your product type.

To avoid fans from becoming blocked and potentially overheating, it is recommended that they are periodically purged with air. This is recommended for the stereo microscope range, particularly the *original* Mantis stereo viewer.

What can I expect from a service?

Vision Engineering has a dedicated and experienced team of engineers specialising in servicing Vision's range of stereo, biomedical and non-contact measuring systems. Although each system will differ, you can expect a thorough examination, including the optical head, stand, illumination, stages and auxiliary equipment. Checking for: damages; optical alignment and resolution; operation of motors, mechanisms, electrics, lamps, fan, switches and bearings; condition of brushes, springs and mirrors etc.

Can my system be serviced at my premises?

For your convenience, our engineers can service your system at your premises to minimise any loss of production. Engineers are equipped with all the necessary knowledge and tools to carry out the service quickly and easily.

How long does a service take?

The time it takes to service your system will depend on what product you have. Our aim is to conduct the service thoroughly but quickly to minimise your down-time. Providing that your system needs no advanced alterations, a service takes approximately two hours for a stereo inspection system and three hours for a non-contact measurement system.

Calibration

Vision Engineering measurement products are manufactured to the highest standards, providing both ergonomic and accurate optical non-contact measurement.

All non-contact measuring systems are calibrated after manufacture and are traceable to National Physical Laboratory (NPL) standards, conforming to the requirements of your quality management system. Your measuring system is specifically matched with your measurement software which will provide optimum measurement precision through the use of Non-Linear Error Correction (NLEC).

Vision Engineering Ltd provide an annual recalibration and certification service; essential for your system to continue to perform to the highest level of accuracy.

Why does my non-contact measuring system require annual recalibration?

It is essential that your non-contact measuring system is recalibrated annually, especially if you require the product to conform to a quality management system. Long term usage can cause your system accuracy to lessen and reconfiguration will be required.

Progressive wear can cause additional movement in the pitch, roll or yaw of the measuring stage. Any accidental movement after the first calibration of your stage will not be compensated by the measurement software. Therefore your system will not benefit from Non-Linear Error Correction (NLEC) and will not perform to the highest accuracy.

Can I have my non-contact measuring system serviced at my premises?

We can service your non-contact measuring system on your premises or it can be returned to a Vision Engineering Service Centre.

How long will it take?

The procedure normally takes a couple of hours, depending on the non-contact measurement system you have installed and how much the stage has deviated from the original grid coordinates.

To obtain a quote tailored to your system, please contact Vision Engineering and one of our dedicated service team engineers will be happy to help.