Customer Service
And Product Support

Vapor Pressure
Flashpoint
Distillation
Fuel Analysis

Petrolab Company is a member of the AMETEK E&PI business unit and part of AMETEK, Inc., a leading global manufacturer of electronic instruments and electromechanical devices with colleagues working at manufacturing facilities and sales and service centers within the United States and countries around the world.

Continuous product development may make it necessary to change product details without notice.

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Welcome to the Family

In addition to offering fine products that are engineered and manufactured by industry leaders throughout the world, we also provide a complete technical service and support team. To help ensure that this product continues to operate at its best, we encourage you to utilize our customer service and support center located at our headquarters in Broken Arrow, Oklahoma.

Calibration and Maintenance Services

Petrolab Company is not only your source for purchasing fine products, we are also the only Factory-direct calibration and repair center in North America that is authorized and approved by our manufacturers. All work is performed by Factory-trained service technicians in our ISO 9001 certified facility. Utilizing our services will help to ensure that your new instrument continues to operate at its best.

Replacement Parts and Repairs

Our calibration and support team are the only Factory-authorized technicians to receive certification for repair and to supply replacement parts. After the instrument is diagnosed and repaired as required with OEM parts and specified procedures, the unit is calibrated to verify accuracy and performance.

On-Line Services Available

Visit www.petrolab.com to utilize a variety of resources such as:
- Auto RA# system - Sending in your instrument for calibration? No problem, complete the form and receive a RA#.
- On-Line Webshop - Order spare parts and accessories directly on-line at your convenience.
- Instrument Videos - See all of the latest instrument videos.
- Technical Information - Specifications for instrumentation are available at the touch of a button.
- ISO & MSDS Certificates
- Warranty Registration

Expedite Services

Petrolab Company offers expedited repair and calibration services for Grabner Instruments. This service is designed to help if you need an instrument calibrated or repaired in the shortest possible time. Expedite your service and we guarantee that your instrument will be completed within 48 hours from the date your instrument is received (Delivery is subject to parts availability).

Service, Support and Maintenance Packages

We CARE for your success. Petrolab Company offers various calibration, support and maintenance packages to suit your needs. Protect your valuable equipment, ensure the latest software upgrades and profit from factory services. Choose from any of the below packages:

G-CALCHECK - This option is for Calibration and Functional Verification, previously the ‘6-month calibration’ according to the EPA and ASTM requirement for Vapor Pressure analyzers, where preventive maintenance is not mandated.

G-CALPLUS - This option is for Manufacturer’s recommended comprehensive Annual Maintenance and Calibration (Includes all VP and FP models but excludes FLA and VPSO units.). Upon completion, your analyzer will have passed the same rigorous quality program it did prior to leaving the manufacturing facility.

G-CALPLUS-VPSO - This option is for the Manufacturer’s recommended comprehensive Annual Maintenance and Calibration for the On-Line Model.

G-CALPLUS-FLA - This option is for the Manufacturer’s recommended comprehensive Annual Maintenance and Calibration for MINIFLASH FLA & FLAH Models.

G-CARELIBRARY - If requested, a custom database may be developed for the IR VISION. This includes: a minimum of 50 calibration measurements, data enhancement / optimization and user training. Price quoted is Turnkey which offers three days on-site, airfare, housing and subsistence.

G-CARE - Warranty extension to 3 years or a maximum of 50,000 measurement cycles; 1 CAL-PLUS included; Priority maintenance and service with 5 days in house turnaround time.

G-CAREGOLD - Warranty extension to 3 years or a maximum of 50,000 measurement cycles; 2 CAL-PLUS included; Priority maintenance and service; 1 free loaner unit for 2 weeks or the duration of any repair.

Yearly Workshops Offered

Petrolab Company is proud to offer FREE Grabner Vapor Pressure and Flashpoint Calibration & Maintenance Technical Workshops. Learn about ASTM Methods, participate in hands-on instrument training and learn tips and tricks to keep your unit running perfectly. Go to www.petrolab.com to view all dates and locations. Classes fill up quickly so sign up now.

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