

HGH provides comprehensive testing services and unsurpassed technical support. Whether you have an inquiry, need a repair, calibration, or a rental blackbody, our Support & Services Team delivers assistance that meets your expectations. We are dedicated to keeping your blackbodies tuned, calibrated and running flawlessly.

Our service plans are designed to ensure the continuous operation of your testing benches. With an HGH service plan, you will maximize productivity and system uptime while maintaining compliance with specifications.

> **HGH Service Plans designed for you: Free yourself from constraints and let our Support & Service Team manage your blackbody fleet!**

FIRST service plan

Your blackbody is returned to our laboratory every year or every two years for a check-up of all parameters. A radiometric calibration service is included.
Get a reliable follow up of your blackbody year after year.

ESSENTIAL service plan

Your blackbody is returned to our laboratory every year or every two years for a full check-up, including preventive maintenance with replacement of defective or non-compliant parts. A radiometric calibration is performed.
Enjoy peace of mind with a blackbody that is always 100% operational.

PREMIUM service plan

In the event of a breakdown of your Blackbody, an equivalent blackbody with its calibration certificate will be sent to you within a week.
The best of service continuity.

	PREMIUM Service Continuity	ESSENTIAL Preventive maintenance & perpetual warranty	FIRST Yearly Control
Specifications	Keep the continuity of operation of your testing benches with an immediate replacement	Increase uptime with preventive maintenance and upkeep	Get a reliable follow up of your blackbody year after year with recommended maintenance
Radiometric measurement of the blackbody and issuance of a status report at reception	✓	✓	
Pre-scheduled annual or biennial full check-up of the blackbody: temperature range, warmup and cooling time, stability, uniformity, communication links including a comprehensive testing report	✓	✓	✓
Uniformity measurement and issuance of a measurement report	✓	✓	✓
Replacement of defective or non-compliant parts included	✓	✓	On quotation
Annual or biennial radiometric calibration over MWIR and LWIR over 5 points including a calibration certificate	✓	✓	✓
Immediate supply of an equivalent blackbody to replace the defective unit within one week	✓		



> Measurement Services

HGH measurement services are designed to help ensure your blackbody meets global standards while maintaining the accuracy and quality of its temperature measurements. Measurement service is provided even if your blackbody is not manufactured by HGH.

Radiometric calibration

MWIR	Set of temperature	Uncertainty
	0°C, 20°C, 42°C, 50°C, 70°C, 110°C, 150°C	2s uncertainty from 0.4 to 1.1 °C
	100°C, 200°C, 300°C, 475°C, 600°C	2s uncertainty from 0.4 to 0.8 °C
	100°C, 300°C, 500°C, 700°C, 900°C, 1200°C, 1300°C	2s uncertainty from 0.5 to 4°C

LWIR	Set of temperature	Uncertainty
	0°C, 20°C, 42°C, 50°C, 70°C, 110°C, 150°C	2s uncertainty from 0.5 to 0.9 °C
	100°C, 200°C, 300°C, 475°C, 600°C	2s uncertainty from 0.5 to 1.6 °C
	100°C, 300°C, 500°C, 700°C, 900°C	2s uncertainty from 0.7 to 3.2°C

International Primary Standard traceable radiometric calibration, including delivery of certificate of calibration.

Uniformity Map

Available temperatures
50°C, 70°C, 110°C, 150°C
100°C, 200°C, 300°C, 475°C, 600°C
100°C, 300°C, 500°C, 700°C, 900°C, 1200°C, 1300°C

Supply of the source uniformity map, including the location of minimum and maximum point and the calculation of the standard deviation

> Warranty Extension

HGH warranty extension is designed to give you peace of mind and keep your blackbody running with the best performance. To protect your investment and plan for the future we offer extended warranty of your blackbody, for 24 months after the initial warranty term. Avoid financial surprises and protect your budget with a fixed-cost solution.

> Rental Services

Not ready to purchase a blackbody? If you have a short-term or one-time project, take advantage of our rental program and experience for yourself how an HGH blackbody can help increase your productivity or develop your R&D while moderating costs. HGH blackbodies can be rented by the week or by the month with discounted rates for longer periods.



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