This document describes the step-by-step process of remote calibrations performed by Primeasure for its customers, with the assistance from Introspect Technology.

The calibration procedures and documentation have been shared with Primeasure. So this is an overview of the operational process from start (receipt of Purchase Order by Introspect) to finish (completion of calibration).

The purchase orders are expected to contain the calibration and maintenance renewal. For products that are still under maintenance of one-year or more, it is not necessary to include a maintenance renewal. For products under maintenance of less than a year, a pro-rated maintenance renewal cost should be included, to extend the maintenance to one-year.

1) Primeasure issues a purchase order to Introspect

2) Introspect will create a new sharefile folder for each unit, under the directory:
for_Primeasure > Remote Calibrations
This folder will be named in the following format "*Serial Number - CAL - today's date*", example:
SV5C22010010 - CAL - 09-JUL-2025

3) Introspect starts an email thread with Primeasure and shares the link to the unit's folder in the sharefile directory above

4) Introspect adds the software and firmware links in the unit's folder > "**Software & Firmware Files**" (Primeasure will be notified automatically once any links/files have been uploaded)

5) Primeasure uploads the calibration results in the unit's folder > "**Calibration Results**"

6) Introspect creates the calibration flash file and places it in the unit's folder > "**Calibration Files**"

7) Primeasure runs the validation and places the results in the sub-folder "**Validation**"

8) Introspect verifies the validation results to ensure the calibration has been successful.

IF the unit is an **SV5C Analyzer** (either C-PHY or D-PHY), the calibration is done in two steps. First, Introspect will send a calibration file for the Threshold and Gain calibrations. Once that step is completed and validated, Introspect will send a second file for the Phase calibration.

9) Introspect will create a calibration certificate and send it by email to Primeasure to add the information of the equipment that was used to complete the calibration. Then Primeasure sends the updated certificate to Introspect to be signed and dated. The final document is uploaded by Introspect to the folder "**Calibration Certificate**" and to the unit's sharefile folder.

Sharefile directory structure:

```
                            ┌─────────────────┐
                            │  for_Primeasure │
                            └────────┬────────┘
                                     │
                            ┌────────▼────────┐
                            │     Remote      │
                            │  Calibrations   │
                            └────────┬────────┘
                                     │
                            ┌────────▼────────┐
                            │ CustomerCompany │
                            │      Name       │
                            └────────┬────────┘
                                     │
                         ┌───────────▼───────────┐
                         │ Model (SV5C-DPTXCPTX,  │
                         │   SV3C-DPRX etc...)    │
                         └───────────┬───────────┘
                                     │
                    ┌────────────────▼────────────────┐
                    │    Serial Number - example:      │
                    │ SV5C23060020(89-0086) - CAL - 09-Jul-2025 │
                    └────────────────┬─────────────────┘
```

Software & Firmware Files	Calibration Results	Calibration Files	Validation	Calibration Certificate
For Introspect to place the appropriate versions of software and firmware	For Primeasure to place the calibration results	For Introspect to place the initial calibration file (pre-validation) and the final calibration file (post-validation)	For Primeasure to place the validation file	For Introspect to place the completed calibration certificate