***Welcome to Sapphire Technical Solutions***

**Why choose STS?**

Sapphire Technical Solutions, L.L.C. (STS) produces photometric testing systems, hardware, and software, located just south of Charlotte in Pineville, NC, USA. STS is a strong and well-established choice for your Photometric Equipment Support. We provide full turn-key solutions with ISO-17025 accredited calibrations and third-party testing. Photometric testing equipment, custom software changes, customer hardware solutions, and photometric testing support are all available at our facility or yours.

STS has a history of providing excellent customer service by working with customers to minimize downtime and to keep their equipment running accurately. Support is extended to customers around the world including the United States, Canada, Mexico, Asia, and Europe. Read below to learn more about what our amazing team can offer you.

**What kind of support do we offer?**

STS offers direct technical support remotely via the internet, training, system diagnostics, software, upgrades, and more without equipment operator intervention.

At STS, a multi-disciplined team supports all hardware, software, and technical issues within hours of first contact. We have no automated attendants, and no multiple time-zone shifts. Replacement parts are available at STS to be shipped within 24 hours. The option to purchase spare modular components is available for replacement in the field by the customer if necessary.

**Service Plan**

Sapphire Technical Solutions offers Top Quality service on STS equipment as well as other OEM Goniophotometers, Vertical Photometers, Integrating Spheres, and Spectroradiometers. STS strives to achieve customer service excellence and understands the importance of minimizing machine downtime.

STS offers support service contracts to customers of Type C goniophotometers and integrating spheres. Services include, but are not limited to:

* **Remote Technical Support**: Internet-based control of customer systems for ease of troubleshooting along with software upgrades.
* **Service call response within 24 hours**: Customers can call into STS to speak with a "live" person. Available engineers or specialists can be reached within minutes during business hours (8am - 5pm EST, M-F). Appointments outside of business hours are available upon special request.
* **Replacements Parts Available**: Most system parts (computers, motor drives, photometers, etc.) are in stock and held for overnight shipping so little to no downtime occurs when the unexpected happens (lighting strike damage, accidental damage, etc.).
* **On-Site Calibration Services Available**
* **Specification/Regulation/Technical Advice**: STS has over 60 years of combined photometric testing experience, specifically with goniophotometers and testing requirements. Customers can call to discuss proper testing techniques and to seek help with finding solutions to new and challenging testing issues.

This service plan provides accessibility to STS to address your urgent need, thereby minimizing downtime. This includes access to STS personnel with technical and regulatory expertise.

**Photometric System Options**

* **Software Upgrade**: This is a complete software upgrade while still utilizing all your existing hardware, thereby minimizing the cost of hardware replacement.
* **System Upgrade**: Refurbishment that covers most of the hardware and software, using only the base structure. This is a cost savings versus purchasing a new system and provides a state-of-the-art refurbished system.
* **Total System Replacement**: A brand new system is always the best option for state-of-the-art technology and high reliability.

**ISO-17025 Accredited**

STS is a full ISO-17025 accredited testing laboratory with third-party capabilities using on-sight 100-foot tunnel, integrating spheres, and more. These capabilities include, but are not limited to, support for excess testing, round-robins, and competitor analysis.

Sapphire Technical Solutions is the **ONLY** accredited laboratory for both third-party testing and calibrations.

**Mission & Vision Statements**

It is the mission of Sapphire Technical Solutions, L.L.C. is to provide the highest quality services to our customers, in accordance with ISO/IEC: 17025-2005.

Sapphire Technical Solutions, L.L.C. is dedicated to the highest quality standard in all areas of operation. STS's vision is to be merited as the best in our technical field, and therefore our customer’s best resource to meet their needs.