



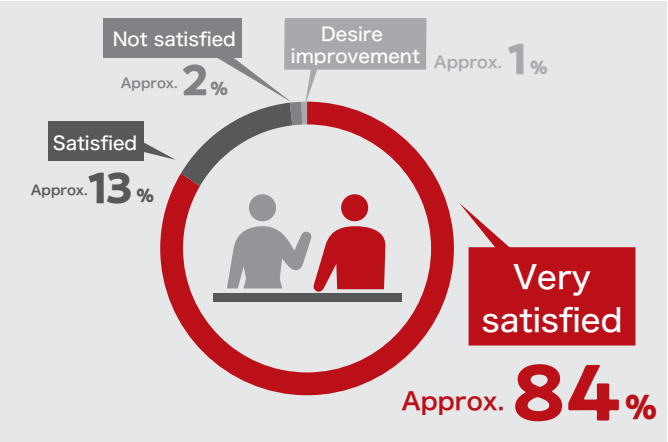
# Customer feedback on IMV's test laboratory

## 1 Satisfaction



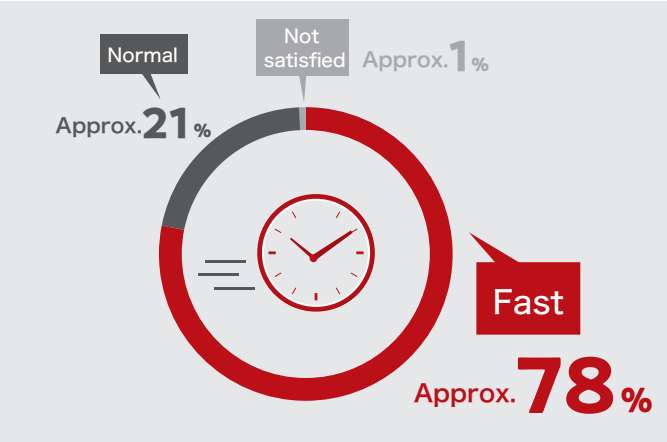
- Fully **equipped**
- Very **high test accuracy**
- Even sudden requests were met with a **flexible response**.
- The report is very **easy to read**.
- The **accurate explanation** during the test was helpful.
- They are **able to carry out tests** that cannot be done at other laboratories.

## 2 Engineer attitudes



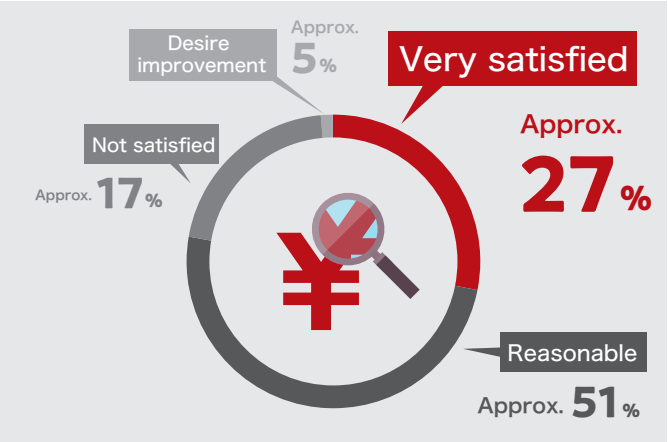
- IMV gave me **various suggestions and tips** about vibration tests.
- I was able to test by email and phone **without a meeting**.
- IMV **answered various questions** about the test in a friendly manner.
- It was my first time running a vibration test, but the **explanation was very easy to understand**.
- IMV was **flexible** with sudden changes.
- We changed the test conditions many times for our convenience, and they **worked with us**.
- It was very nice to be able to **consult while the test was running**.

## 3 Response speed



- The response to the inquiry was **very quick**.
- It was a **quick response** despite a sudden request.
- I was satisfied with the **flexibility at the time of booking**.
- E-mail **response and work speed were fast**.
- IMV did the test **ahead of schedule**.
- While the preparation period was short, it was an **impeccable response**.
- I **received a quick update** before the full report was sent.

## 4 Contract test fee

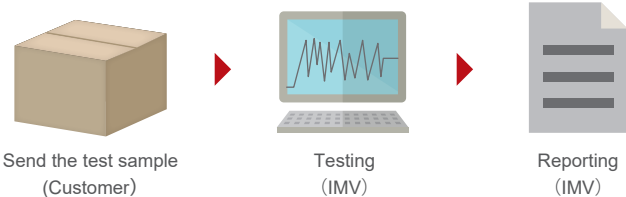


- It was a little expensive, but they **flexibly responded to changes in the test content and options** on the day.
- Although it is a little expensive, I am satisfied because **the accuracy of the test is very high**.
- **Outperformed** for price
- IMV gave me a **proposal to stay within my budget**.
- I think it's a **reasonable price** for a test that can **only be done by IMV**.
- I could leave everything to IMV, so could **save on travel expenses**.
- The price is reasonable because, **IMV has advanced system such as explosion-proof equipment**.

Leave everything from preparation to report writing to IMV!



If you send the test sample to IMV, IMV test lab technicians will handle **everything**. (Setting of test sample, setting of test conditions, operation of vibration test systems, preparation of reports, etc.) It is also possible to carry out the test in the presence of the customer. In that case, we will prepare a waiting room with WiFi and lunch.



All IMV test laboratories are certified to ISO/IEC 17025!



IMV's test laboratories are authorised and operating under quality control management systems in accordance with the **international standard ISO/IEC 17025**, which specifies the testing capability and test laboratory calibration.

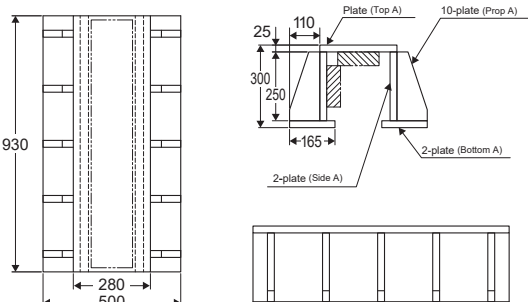
By obtaining the accreditation, our test laboratory's ability to manage the quality management system and the technical level of vibration, shock, temperature cycle, and vibration temperature cycle combined tests have been internationally recognized. That means you can get reliable test results.

We can propose consistent fixtures from design to analysis and manufacturing!



Fixtures for testing are very important when conducting vibration tests. If the fixture has a resonance point within the test frequency range, the test itself becomes meaningless. However, IMV has a track record of more than 20,000 vibration tests since its establishment, and based on that experience, it is possible to consistently perform everything from design to analysis and manufacturing. We conduct FEM analysis including the customer's product, test conditions, and vibration test system to be used, and can propose the optimum fixture for each test product. (paid)

Examples of LED lighting fixture proposals



We can propose the most suitable fixtures according to the shape of the test sample.  
\*We can also propose fixtures that can change the mounting dimensions according to the size.  
\*Fixtures can be rented if the shape matches.