

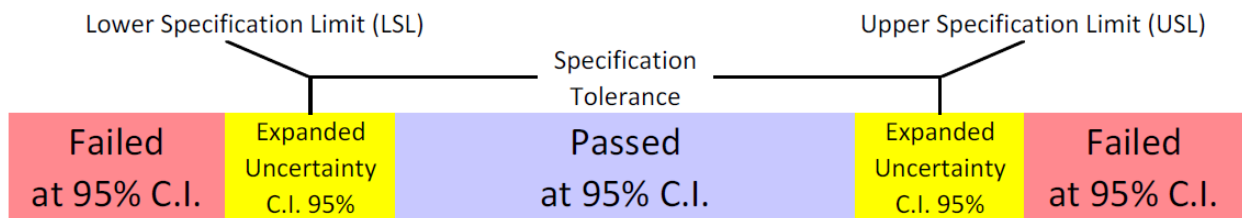


TERMS & CONDITIONS

CALIBRATION STANDARDS & PRACTICES

- A calibration certificate with traceability information will be provided for all items, at minimum.
- Each certificate of calibration supplied shall include:
 - Device identification including manufacturer, model, serial number, and customer ID number (if provided)
 - Temperature and relative humidity in the laboratory or calibration area where appropriate
 - The procedure used to perform the work
 - Calibration date and calibration due date: Calibration intervals are per the request of the customer. Precision Scale & Balance maintains historical data, which may be made available to assist the customer in making his or her determinations, but Precision Scale & Balance makes no recommendation regarding the appropriateness of the intervals determined by the customer. If an interval is not specified at the time of order, the calibration interval will be set at 12 months.
 - A list of all standards used in the calibration including their calibration and due dates
- For items received in an out-of-tolerance condition, notification will be provided, and annotated on the certificate.
- As-found and as-left data will be recorded and provided, as per customer service level selection.
- A calibration label will be affixed to each instrument except where it will interfere with the unit's functionality. It shall include, at minimum, the calibration date, due date, and technician.
- Tamper-resistant seals will be applied where appropriate.
- All work will be performed in accordance with Precision Scale & Balance Quality System.
- A copy of our Quality Manual is available for your review upon request.
- Where appropriate, calibrations are performed to manufacturers' specifications and recommended test points. Custom specifications and/or test points requested will be reviewed and, where possible, added to the test plan. Additional fees may apply.
- All calibration standards will be traceable to SI units through NIST or to the appropriate recognized national or international bodies or physical constants.
- Calibration standards will be regularly inspected for use.
- Calibration work will be performed by trained technicians.
- Precision Scale & Balance continually monitors and reports environmental conditions, including temperature and relative humidity, in its own calibration laboratories.
- All calibration data will be entered into our secure metrology calibration management system.
- All instruments will be inspected and cleaned where appropriate to do so.

- If repairs are required prior to performing the calibration, an estimate will be provided. Repairs will be done only with written customer approval.
- Records of calibration and repair history are retained. All calibration certificates will be available through our secure online portal, with password-protected access to your calibration records.
- Precision Scale & Balance offers service levels to meet calibration and documentation requirements for our customers.
- If data is requested, the record of each device shall include:
 - Device identification
 - Calibration date and due date
 - Nominal values used for each test point
 - High and low limits for each test point
 - As-found and as-left values for each test point, depending on service level
- Where accredited status is requested, calibration certificates shall conform to the requirements set forth in the Quality System and confirmed in the agreement with the customer.
- Accredited Calibration Certificates shall conform to and meet the requirements of ILAC P14:01/2013 ILAC Policy for Uncertainty in Calibration section 6.1 to 6.5. Exceptions to this may exist where it has been documented through customer contract review and per Precision Scale & Balance Quality Manual.
- Where appropriate, uncertainty will be taken into consideration for the decision rule to determine compliance
 - When uncertainty is not taken into consideration the decision rule is based solely on the applied tolerance
Acceptance Zone: Measurement \geq low limit AND Measurement \leq high limit
Rejection Zone: Measurement $<$ low limit OR Measurement $>$ high limit
 - When uncertainty is taken into consideration, guard bands are placed around the limits with a width of the expanded uncertainty with a 95% confidence interval
Acceptance Zone: Measurement \geq low limit +unc AND Measurement \leq high limit + unc
Rejection Zone: Measurement $<$ low limit - unc OR Measurement $>$ high limit -unc
 If the measurement is neither in the Acceptance Zone or Rejection Zone (i.e. in the guard band) then we cannot say that the measurement passes or fails with a 95% confidence interval. These measurements are marked as Fail[†] Unit fails to pass at 95% C.I. By considering this a failure, we minimize type 2 errors.



- Any measurement outside of the Acceptance Zone will result in the unit being deemed out of tolerance (OOT).
- Any equipment determined to be OOT will be identified clearly and unambiguously.