

December 15, 2023

CALIBRATION AND REPAIR SERVICES TERMS & CONDITIONS

All equipment received in our permanent or mobile laboratories for repair and/or calibration services fall under these terms and conditions.

Maxpro prefers a Service Request Form accompanies each piece of equipment detailing the customers contact information, any issues or concerns about the equipment and what services the customer wants provided.

All equipment will be subject to a minimum of 1.5 hours to inspect and estimate.

If the customer does not specify the calibration interval, customer agrees to a 1-year interval for the equipment being calibrated.

The methods Maxpro uses are developed by Maxpro and are based on the current revisions of international, national or industry standards unless otherwise specified. Methods can be reviewed by the customer upon request.

The acceptance criteria of quoted item(s) are based on manufacturers' specification unless otherwise specified.

Maxpro relinquishes responsibility of equipment 30 days from the date the service estimate is provided to the customer, if Customer does not provide instructions on how to proceed. After such time, we will either charge a storage fee or dispose of the equipment at our discretion.

Maxpro's Decision Rule:

Maxpro uses a Simple Acceptance decision rule as defined in ILAC G8 when making statements of compliance (e.g., Pass/Fail or In-Tolerance/Out-of-Tolerance). The tolerance limits are not adjusted or guardbanded to account for the expanded measurement uncertainty of the calibration process. The TUR (Test Uncertainty Ratio) is 3:1 or greater unless otherwise specified on the certificate.

* Test Uncertainty Ratio (TUR) is the ratio of the tolerance or specification of a test measurement in relation to the uncertainty in measurement results.