



ESSCO CALIBRATION LABORATORY

27 INDUSTRIAL AVENUE, CHELMSFORD, MA 01824

800-325-2201 FAX 978-256-1331

www.esscolab.com



TERMS AND SERVICES

Calibration Service:

- An automatic instrument-due notice will be issued to customers to inform them of upcoming calibration needs.
- Batteries, fuses and lamps are not included in the cost of calibration and are charged separately.
- Any number of factors may cause the calibrated item to drift out of calibration before the customer-selected interval expires. Essco will warranty its work, but will not cover repeated abuse, incorrect use or extended intervals. Warranty for repairs and calibrations performed: Electrical - 6 months; Mechanical - 30 days.
- The customer is responsible for the removal, restoration and programming (as applicable) of all equipment returned from calibration.
- Essco is not committed to perform a specific calibration until the instrument and procedures can be fully reviewed. The ability to perform the calibrations in one range, one accuracy or for one manufacturer does not imply capability in all areas. Essco will endeavor to meet our delivery projections. Delays due to other parties, accessories, manuals and parts are beyond our control.
- Calibration certificates provided show reference standards and report numbers for traceability; NIST numbers are no longer adequate proof of traceability and are no longer used.
- For insurance purposes, Essco is prohibited from performing calibrations or repairs on medical equipment that comes in direct contact with a patient.

Servicing and Repairs:

- Repairs and subcontracted calibrations are quoted after evaluation and require customer approval. All disapproved repairs are subject to an hourly evaluation charge.
- Not all repairs can be accomplished in-house and must be subcontracted to another lab. Our ability to calibrate does not imply an ability to repair or adjust, as some manufacturers reserve this capability for themselves. The customer will authorize these instances.
- Minor repairs, i.e. elimination of electrical or mechanical noise via contact or component cleaning, will be performed while the instrument calibration is in progress to expedite turnaround. This minor repair cost will not exceed 1 hour.

Requesting Work:

- Fax back your "Instrument Due" notice to 978-256-1331 and await a call back with a pickup or onsite date.
- The customer should furnish a list of equipment to be calibrated/repared at pickup to meet the requirements of the standards and properly maintain your inventory. We will require a list.
- Essco can perform accredited calibrations for items within our A2LA-accredited scope when provided with written direction (i.e. "Accredited Calibration") attached to the instrument. Accredited work will be noted by the A2LA logo on the certificate. Please consult Essco or our website for the official ISO/IEC 17025:2005 scope.

Expedite:

- Expedited calibrations are scheduled upon request and require advance notice. Equipment details must be provided to Essco by 1 PM on the day of the pickup for overnight service. Accredited calibrations cannot be expedited.
- An Overnight fee of \$60 per unit is applied to each overnight calibration performed. An expedited (BlueStreak) service of 4 days is available for a charge of \$40 per unit. Same day service fee is \$100.00 per unit.

Onsite Service:

Note: The customer is responsible for giving permission to disconnect, or for disconnecting leads from systems, or disconnecting and delivering the equipment to our technicians for calibration. Essco is not responsible for the installation or setup of the equipment after calibration or damage due to disconnecting and reconnecting leads.

- There must be at least \$600 worth of calibrations to be performed per visit to send a technician on site or a \$600 minimum charge will be applied.
- A travel charge per hour per technician will be applied for all onsite calibrations.
- Review the "Due for Calibration" notice and modify per your needs. List your preferred dates. An accurate list of equipment is required to send the right procedures, personnel and standards.
- A premium rate may be charged if we find there is no assistance, machine disassembly is required, or if the above requirements cannot be met. An hourly rate will be charged for pre and post time spent doing research, creating documentation and making global changes to customer inventory database.

Quality:

- Essco performs the work in accordance with ISO 9001:2000 and/or ISO/IEC 17025:2005 & ANSI/NCSL Z540-1. We perform those portions of the work assignable to the calibration vendor. The customer is responsible for meeting all the requirements of their particular quality standards as relates to measurement and calibration.
- The interval or cycles used to assign calibration due dates are assigned by the customer based on their usage, environment, and risks. Essco is not liable for improper intervals selected by the customer or recommended by the manufacturer.

Delivery and Shipping:

- Essco is not responsible or liable for any results of equipment unavailability to the customer for any service. Essco does not furnish float, loaner or replacement instruments.
- We require documentation (packing slip, purchase order, etc.) at pickup detailing the equipment being serviced (list of items) and the required work (calibration, repair, etc.) per ISO 9001, 7.4.2.
- When Essco Calibration provides pickup and delivery service, Essco provides full insurance coverage on your equipment from the time it leaves your premises until it is returned.
- Essco Calibration is not responsible for items such as leads, manuals, accessories, etc. not listed on the PO or packing list. Essco is not responsible for items, which arrive damaged, due to improper packaging or handling.
- Round-trip pickup and delivery by an ESSCO vehicle is \$18 within a 30-mile radius, 30 to 50-mile radius will be \$39, \$46 for 50 to 75 miles radius and \$69 for greater than 75 miles. This covers all instruments involved in the pickup.
- Packaging, shipping and handling charge of \$15.00 per package/box will apply to equipment sent through independent carriers.

Payment terms:

- Net 30 days. Any invoice not paid within 60 days may be subject to a finance charge. Prices are subject to change without notice.
- Essco reports delinquent accounts to Dun & Bradstreet.



Specific ISO registration and accreditation information is available at our website: www.esscolab.com