

Terms and Conditions for Calibration Services CALAB – RAMS Calibration Laboratory



1. Aim

The aim of this document is to define the obligations between CALAB and the client, for the duration of this agreement. For a full description of the Quality Management System reference to the CALAB Quality Manual should be made.

2. Scope

This agreement covers all calibrations that fall within CALAB Scope. All CALAB Calibration Scope can be found on www.ramsmalta.com and Accredited Calibration Scope can be accessed from NAB-MALTA website www.nabmalta.org.mt.

3. Responsibilities

This agreement shall be signed between CALAB directors or their representative and the clients or their representative. CALAB carries out calibrations fulfilling all ISO/IEC17025:2017 requirements.

4. Definitions

Instrument refers to instruments for calibration or weighing instrument, covered within this scope and for which this agreement applies.

Client refers to the organization and any of its representatives who are authorized to sign this agreement and who are making use of CALAB calibration services.

CALAB refers to RAMS Calibration Laboratory

Scope refers to the Scope of Accreditation.

5. General

5.1 Instruments can be calibrated at CALAB Laboratory or at client's premises. The client must make sure that the usual working place and ambient conditions in which the instrument operates are maintained during calibration. Exceptions are only allowed in case of health and safety concerns.

5.2 The location of the instrument/s shall be documented by CALAB and included in the calibration certificate. The calibration shall only be valid for the instrument in the recorded location. CALAB shall also record the ambient conditions in which the instrument operates.

5.3 The client has to provide CALAB with all the technical information needed prior to the calibration, to determine if the service requested is within this scope. Where the client requires a Statement of Conformity, the specifications/acceptance criteria and if any decision rule applies has to be given to the laboratory. In case no decision rule is specified the client, the Laboratory will use the GUARD BAND rule as defined in procedure QP-14. The client may request technical assistance from CALAB Technical Manager who will then carry out a preliminary visit to the client's facility.

5.4 The client has to inform CALAB of any security, Precautions to avoid any contamination, Health and safety hazards, for both CALAB personnel and client products and personnel. CALAB treats all information gathered with strictest confidence and in terms with the Data Protection Act of 2002.

5.5 CALAB and the client must respect the agreed plan with regards to dates and times of calibration. These shall only be changed after agreement by both concerned parties. Whenever possible, such changes shall be communicated and documented via e-mail. The client must plan and make sure that the instrument is stopped from operation during the allocated time for the calibration and operations only resume when the instrument is released for use by CALAB lab-technician. The instrument must be kept connected to the power supply (where applicable) for not less than 4 hours before the calibration time.

5.6 The client has to make sure that the instrument due for calibration is in good working order. The client has to inform CALAB if an instrument is not in order and cancel the planned service. All cancellations of service; for any reason whatsoever, have to be communicated to CALAB via e-mail at least 2 days before the planned date. Failure to do so will incur charges as detailed in clause 6.2 below.

5.7 Calibration Points are to be determined by the Client or Client has to specify the instrument operating range so that

CALAB can cover the specified range during calibration. For Multi-interval and multi-range balances shall be calibrated in each range independently, unless otherwise instructed in writing by the client.

5.8 Orders shall be given an Job Number by CALAB which will be referred to throughout the valid calibration period.

5.9 CALAB shall issue a signed calibration certificate/report for each instrument calibrated. Copies of these certificates are retained by CALAB for 10 years.

Calibration certificates shall be issued within 5/7 working days from calibration. The certificates shall include:

- a) A Title – ‘Calibration Certificate/ Report’.
- b) A unique Calibration certificate/report identification number
- c) Customer details
- d) Order Number (if applicable)
- e) The procedure used to carry out the calibration.
- f) An unambiguous identification of the item being calibrated and a description of the item, and its visible condition
- g) Date of calibration and Issue date.
- h) Location and ambient conditions where calibrations have been carried out
- i) The calibration results and their units of measurement
- j) The name, function and signature of the person authorizing the calibration report
- k) A statement that says that the results relate only to the items calibrated.
- l) Page numbers on every page of the report and total number of pages
- m) A statement that the calibration certificate shall not be reproduced unless it is reproduced in full and after obtaining written confirmation from the CALAB.

5.10 CALAB shall produce a label for the calibrated instrument, which shall bear the ID or serial number of the instrument, the calibration date. CALAB shall not indulge itself in the frequency of calibration (Due Date) and this is left at the client’s discretion. If the Client **NEED** to have a **DUE DATE** on the label, please write here which interval you would like to **RE-CALIBRATION** date to be used. (eg: 1 year from date of calibration)

5.11 Any information disclosed to CALAB- RAMS shall be treated as confidential. CALAB- RAMS shall safeguard such Confidential Information as it safeguards its own confidential information (and in any event not with less than reasonable care) and shall use such Confidential Information only in connection with the Services provided. Under no circumstances shall Confidential Information be disclosed to any other third party without the client prior written consent, unless when it is required by Law and/or by the NAB-Malta.

5.12 Client can raise a complaint to the laboratory for any issues arises from the calibration job by sending an email to quality.calab@ramsmalta.com. The laboratory complaints procedure is available on request.

6. Prices

6.1 Prices shall be defined between CALAB and the client prior to this agreement. This agreement shall refer to the last prices quoted. Prices shall not change unless another agreement is done. Payments shall be made to RAMS LTD by cheque or by direct debit when the obligations are fulfilled. Where applicable Clients allowed to pay against an RAMS/CALAB invoice, must pay within 30 days of invoice date. RAMS/CALAB directors reserve the right to remove this facility from clients at their own discretion.

6.2 Cancellations reported to CALAB less than 2 days before the planned date shall incur a charge of 20% of the full calibration price agreed. RAMS directors reserve the right to remove this charge at their own discretion.

7. Agreement

This agreement is valid from _____ to _____ . (Fill if needed)

This agreement shall only be superseded by court order or by another agreement.

Signed on behalf of _____
(Company Name)

Signature _____

Name in blocks: _____

Date: _____