

SCOPE OF WORKS AND TERMS & CONDITIONS FOR CALIBRATION SERVICES (REV. 13, MAY 2025)

*The Calibration of the Instrumentation Equipment is subject to the terms and conditions enumerated below.
The scopes of works stated herein are subject for your perusal and approval.*

REFERENCE JO No. _____

GENERAL: All our reference standard equipment has been calibrated against standards traceable to national and/or international standards, which realize the units of measurement according to the International System of Units (SI). **INCALSYS METROLOGY AND LABORATORY SERVICE INC.'s** (IMLS) Laboratory Management System conforms to applicable requirements of PNS ISO/IEC 17025:2017.

1. **CALIBRATION SYSTEMS:** Calibration shall involve the following (whenever necessary)

- 1.1. Cleaning, Simulation, Testing and Calibration of Equipment is to be implemented.
- 1.2. Performance test, calculation of Expanded Uncertainty (*U_e*), Coverage Factor (*k*) and Error or Correction.
- 1.3. Calibration works includes certificate with calibration data, tags and/or calibration stickers.

2. **CONDITIONS OF SERVICE:**

- 2.1. The customer shall supply sufficient electric power (~220V, 60Hz, 1Phase) and water for our testing & domestic purposes, if done onsite.
- 2.2. Any delay in the work due to causes beyond our control and not the laboratory's own making, shall be excused and the laboratory shall not be held liable.
- 2.3. The Lead Calibration Officer or Technician shall report immediately, to the customer, the condition of the equipment, unit, probe/s, sensor/s, etc. and its related peripherals, if errors and/or problems are noticed or encountered, before or during or after work.
- 2.4. The calibrating laboratory shall not be held liable for prior or present damages internal or external on the Unit Under Calibration (UUC). However, calibration process shall be done with extreme care and caution to protect the property of the customer.

3. **LIMITED CALIBRATION WARRANTY:** We offer a Thirty (30) Calendar Days, from date of calibration specified on the certificate/tag/sticker or as stated on the delivery receipt date. Warranty is for **CALIBRATION SERVICE ONLY** and not for the defects found on the unit. Calibration Warranty will apply if tags/stickers/seals is not voided, removed or broken. If voided, the customer automatically waives the calibration warranty. We warrant our calibration service by recalibrating the unit free-of-charge, should there be non-conformance of works. IMLS shall not be held liable for consequential damages.

4. **CALIBRATION LOCATION (IMLS LABORATORY):** Works shall be done at INCALSYS METROLOGY AND LABORATORY SERVICE INC.'s premises, unless otherwise specified that the Customer prefers an On-Site Calibration and had agreed to pay the added cost, to be charged separately.

5. **ON-SITE CALIBRATION:** The Customer agrees to pay additional charge/s for the calibration service to be performed on their premises or on-site.

- 5.1. The Customer will provided a controlled environment inclusive of working table and chairs.
- 5.2. Customer to provide security and assist the Calibration Officers and/or Technician/s to perform calibration work.
- 5.3. A convenient date, to both parties, will be scheduled and List of Personnel and Tools will be provided, if needed.

6. **CALIBRATION INTERVAL:** In general, the laboratory does not recommend any set of recalibration interval for measuring instruments, devices, or standards (PNS ISO/IEC 17025:2017, Clause 7.8.4.3). Specific recalibration interval is the responsibility of the customer to determine. The customer should advise the calibration due, if none a blank calibration due will appear on the certificate. For guidance, you may refer to the latest issue of:

- 6.1. Philippine Accreditation Bureau (PAB), Supplementary Requirement, LA/GD10 Guidance Document for Accreditation of Calibration Laboratories.
- 6.2. Guidance Series ILAC-G24 Edition 2022: Guidelines for the determination of calibration intervals
- 6.3. NCSL Recommended Practice 1 (RP1 2010 Edition) – Establishment and Adjustment of Calibration Intervals.

7. **CALIBRATION DATA POINTS:** A minimum of four (4) calibration points at 25%, 50%, 75% and 100% and three (3) trials per point will be performed, if applicable. However, the Customer may advise the laboratory on their required calibration points, which is subject to extra cost, if needed.

8. **TERMS OF PAYMENT:** Payment acceptable to **IMLS** can be any of the following: Dated Company Cheque, Telegraphic (Wire) Transfer, Bank-to-bank Deposit, or CASH upon completion of works. Companies availing of payment terms must first be approved.

9. **DELIVERY & PICK UP:** Pick-Up and delivery of equipment/instrument is free of charge but **subject to personnel availability and vehicle availability** schedule.

10. **UNCLAIMED ITEMS:** Unclaimed equipment/item delivered to IMLS by the customer within ninety (90) calendar days from date of receipt will be subjected to a penalty of **Php10.00** (Ten Philippine Pesos) plus **12% VAT** per day in excess of Ninety (90) Calendar Days onwards. Equipments and/or items not claimed after One (1) year from date of receipt will be considered **"abandoned"** and will be sold to compensate for stocking.

11. **CERTIFICATE:** A Certificate of Calibration will be issued to the customer per equipment only once. The certificate will satisfy the PNS ISO/IEC 17025:2017 Requirements for Reporting of Results (Clause 7.8). At a minimum, the certificate will include the specifications of Unit Under Calibration (UUC), Calibration Data, computation of error and uncertainty, environmental conditions, methods used, standard reference equipment used, etc.. Additional copies or replacement of lost certificate is subject to additional charge of **Php100.00** (One Hundred Philippine Pesos) as reproduction cost per certificate. The laboratory does not keep hard copies of Calibration Certificates.

12. **ACCEPTANCE OF ORDER:** In order to gain proper documentation, we require a Purchase Order from the customer specifying the required service. Should the customer cannot produce the required formal order, affixing of a signature on our proposal is acceptable & will serve as confirmation/order.

13. **COMPLAINTS:** Complaints on sub-standard service, service performance, personnel attitude & behavior, or any valid complaints concerning over-all service can be directly communicated to the General Manager for quick action and response. The General Manager may be communicated thru iso17025@ics-metrology.com or Tel. No. **(632) 8650-5638**; or Mobile **+63917-793-1947**. All complaints are to be dealt professionally and prompt corrective action.

14. **CUSTOMER APPROVAL:**

I acknowledge that i have read and fully understand the terms and conditions of the calibration service works:

Calibration Frequency (Clause 7.8.4.3):

- ☐ 3 Months ☐ 6 Months ☐ 12 Months (1 Year)
☐ 18 Months (1.5 Year) ☐ 24 Months (2 Years)

Customer Request: ☐ _____

Note: For three (3) years or more Calibration Frequency, we will leave the Calibration Due **BLANK**. Kindly refer to **IMLS Advisory 2024-16 Rev. 0** for additional information.

Company Name: _____

Name & Signature: _____

Date: _____