

Calibration Terms and Conditions Lighthouse Worldwide Solutions

- All mentioned prices are excluding readjustment of the sensors, unless otherwise stated in the quote. Particle counter calibration prices include minor sensor cleaning.
- Lighthouse Worldwide Solutions uses calibration methods as described in its Quality Management Systems. These calibration methods can be provided on request.
- Calibration will be performed during offices hours (M-F, 7:00am – 4:00pm) unless otherwise stated in the quote.
- Cost and risk of shipping equipment to and from Lighthouse Worldwide Solutions will be for the customer.
- Lighthouse Worldwide Solutions shall not maintain/calibrate equipment that is not free from chemical and/or toxic substances which could harm the staff of Lighthouse Worldwide Solutions. Safety Material Handling Sheets are required and provided on our RMA website.
- Accredited and/or traceable calibrations are carried out in line with the specific request of measurement points made by the customer within the range of the reference equipment. If there is no specific request, Lighthouse Worldwide Solutions will use standard measurement points. Customer calibration requests may incur additional fees.
- For accredited calibration Lighthouse Worldwide Solutions does take the measurement of uncertainty into account for compliance statements. If applicable, this will be indicated on the certificate.
- Lighthouse Worldwide Solutions uses by default a calibration period of one year, which will be indicated on the calibration equipment and on the certificate. If this is not desired, Lighthouse Worldwide Solutions shall be notified about this in advance.
- By default, a calibration sticker is attached to the calibration equipment. The sticker contains the serial number, date of calibration, calibration due date and initials of the technician who performed the calibration. If this is not desired, Lighthouse Worldwide Solutions shall be notified about this in advance.
- Certificates are by default in English and include measurement results, if applicable and requested including “as found” and “as left” measurement data.
- Repairs up to \$175.00 will be automatically performed without prior approval and the final estimate sent for approval and payment once the repairs are complete. The economical value of the device is considered.
- For repairs over \$175.00, Lighthouse Worldwide Solutions will always contact the customer for approval prior to proceeding with repairs.
- If the equipment is found outside its tolerance and it cannot be adjusted/repared, Lighthouse Worldwide Solutions will let the customer know the unit requires major repairs or is beyond economical repair.
- All instruments are registered in our calibration management system, allowing Lighthouse Worldwide Solutions to trigger customers when the equipment is due for the next calibration.
- ISO9001 calibration; AN ISO9001 (traceable) certificate we guarantee the traceability of the used reference equipment.
- Lighthouse Worldwide Solutions validates that the equipment calibrated on the day of calibration and on completion of a successful calibration that the equipment is within expected tolerances and has been calibrated to Lighthouse Worldwide Solutions specifications.

- Our quote is based on the labor time to complete the calibrations and costs for the calibration and standards.
- Lighthouse Worldwide Solutions service contracts for ISO 17025 calibrations are based on a shared risk approach also known as Simple Acceptance when a statement of conformity is required. This rule is defined through the Technical Note: *Decision Rule based on Simple Acceptance for Count Efficiency Testing* and can be viewed by the link our website.
- Repair Warranty: Any parts repaired have a 6 month limited warranty on those parts.
- Evaluation/Inspection Fee: Instruments that are sent in for evaluation and inspected for failure analysis will incur an evaluation fee if they choose not to proceed with repairs.
- Any service, repairs or calibration work undertaken by a non LWS trained employee or approved service center will automatically void the instruments warranty.