

# RIVERVIEW CALIBRATION SERVICES, LTD

5706 Veto Road Belpre, OH 45714 Tel 740-678-8625 Fax 740-678-8629 E-mail: rcsal@roadrunner.com

## Customer Work Order Form

Company Name:	Purchase Order #:
Facility / Area:	Date of Order:
Address:	Date Required: _____ or <b>"RUSH"</b>
City, St. Zip:	Contact Name:
Telephone: _____ Fax: _____	Title & Extension

### JOB DESCRIPTION

Annual calibration of analytical instruments/equipment to NIST traceable standards. Performed in compliance with specifications outlined by A2LA, ASTM, ANSI/ISO/IEC **17025-05(E)**, and ANSI/NCSL Z540-1-1994. Calibrations include a **"Certificate of Calibration"** with before and after readings, traceability to standards and uncertainty statements.

Qty	Unit Description	Model	Serial	Service Required (include ranges)
Example	Omega Digital thermometer w/ probe	HH22	497833	Calibrate ( 100, 150, 200 ° Celsius)
( Please indicate with a check mark if you need rushed service )				<input type="checkbox"/> 24hr <input type="checkbox"/> 48hr <input type="checkbox"/> 72hr

Please provide all information requested when submitting equipment for calibration. Including this form with all orders will minimize delays.

**Standard Calibration:** All calibrations are performed in accordance with requirements set forth by ANSI/NCSL Z540-1-1994 and to manufacturer specifications using appropriate calibration procedures. If Riverview finds equipment to be out of tolerance during calibration, we will provide an **"Out of Tolerance Certificate"** listing the specific out of tolerance data readings ( with no after adjustment data readings ). You will be notified at job completion of any out of tolerance conditions found. We will not record all "As found" and "As Left" data readings unless you specify an Accredited Calibration ( see below ).

If manufacturers' or standard specifications are not available, Riverview will calibrate to "Customer Specifications" or "As found" specifications. Any "As Found" specifications would represent the worst case error observed, an **"Information Certificate"** with no in or out of tolerance determination made. The "As Found" specification will be noted on the certificate of calibration for each function checked.

It is the customers' responsibility to inform Riverview of any special requirements by stating them on a Purchase Order or within this order form (including: any applicable drawings, documentation and/or tolerance requirements).

**Accredited Calibration:** Calibrations performed in accordance with requirements set forth by A2LA, ANSI/ISO/IEC 17025-05(E), ANSI/NCSL Z540-1-1994 and to manufacturer specifications using appropriate calibration procedures. It includes everything in a standard calibration with the addition of all "As Found" and "As Left" data readings. The calibration certificate contains the accreditation certificate number for international recognition.

Yes, I require Accredited Calibration on all equipment.  
 Yes, I require Accredited Calibration on this type of equipment only: \_\_\_\_\_

Wherever possible, we select calibration procedures that have been published in national or international standards, or those published by reputable technical organizations or in relevant scientific texts or journals. When unavailable Riverview will use an internal calibration procedure that has been approved by A2LA.

**Calibration Intervals:** We will indicate a 12 month calibration interval on stickers and certificates unless otherwise specified by the customer.

Yes stickering and certificates are to indicate an annual due date.  
 \_\_\_\_\_ type equipment should become due in \_\_\_\_\_ months / years  
 \_\_\_\_\_ type equipment should become due in \_\_\_\_\_ months / years  
 Other (Specify): \_\_\_\_\_

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## Policy - Rush Orders

As of April 1, 2006 the following charges will be imposed to Riverview customers, please make note of these changes.

Riverview strives to provide the fastest turn-around time possible. We realize that while we have control of your equipment, you are unable to perform testing or your normal duties. **Please call before sending any "Unscheduled Unit" to the Riverview laboratory for calibration, to discuss the options.**

## Typical Calibration Process

Riverview primarily services its customers on a scheduled rotation basis, then a first come first serve as received, and finally an emergency service platform. Some items can be rushed through the process, if it does not violate ASTM, ANSI/ISO/IEC 17025-05(E) or A2LA guidelines. More and more we are being asked to rush calibrations to help customers respond to deficiencies, prepare for an upcoming audit or important project they may be receiving in. While all business is important, please remember when requesting "RUSHED" service you may be putting someone else's testing on hold.

Depending on the type of item and the out-of-tolerance condition of the unit as received, Riverview can generally have the unit back out the door on its way to your lab within (5) working days. This of course does not include service to ASTM Cutting Dies or Izod Notching teeth unless we are simply verifying the dimensions.

Taking into account the time of day we receive the item, our log in process, required periods of stabilization, system or standard checks, calibration of the unit, adjustments if required, possibly followed by a required second period of stabilization, labeling and certificate generation, all of which are factors in Riverview's process.

The other factor and reason for this notice is that Riverview employees are having to adjust their schedules, work loads and even lengthen the work day to fit these calibrations in. After which the item has to be specially delivered to UPS or other shipping point for delivery back to you.

We must be able to compensate for these special or "RUSHED" calibrations. Therefore, the following charges will be added to rushed service orders:

24 hour	100% plus applicable shipping and handling charges incurred
48 hour	50% plus applicable shipping and handling charges incurred
72 hour	25% plus applicable shipping and handling charges incurred

## Billing

All billing is on a **NET 30** base unless: (1) authorized in advance by the Riverview Managing Member, and a written agreement stating terms different than above is issued. Or (2) customer engages in a service agreement with Riverview Calibration Services, Ltd.

**After 30 days a statement of charges will be faxed to your company every Monday with an additional 13% interest late fee attached.**

Disposable items (units that cannot be altered for calibration or repair) which fail to meet specifications and are removed from service by the RCS technician performing calibration will be invoiced for. Riverview is required to issue a certificate describing the reason for failure.

Prices which are agreed upon, printed in promotional materials, posted or otherwise pre-determined, are subject to change, without notice when imposed on Riverview by its vendors. However, all attempts at notification will be made before performing any calibrations.

Discounts are afforded to those customers who have met the requirements of Riverview's "Volume Discount" policy. Discounts are awarded on a customer by customer basis. No pre-determined price is set and should not be expected.

Price discounts are only valid while the original agreement between RCS and the customer is intact. If the customer changes these agreements, then a new quote must be made taking into consideration any changes imposed.

Riverview will service "NEW" equipment added to customers list only after completing normally scheduled equipment. If equipment is added during a visit it will be charged at Riverview's normal price. Discounts will not be effective until the next scheduled visit. **EXCEPTION:** Customer notifies Riverview in advance receiving approval for additions, and giving RCS time to prepare and bring the proper equipment to perform the additional work.

Emergency calibration visits, or repair calls will be billed at \$125.00 per hour while on site. Travel will include: \$35.00 per hour while traveling, and all related travel and accommodation expenses such as method of travel, hotels, meals, etc. If a technician is pulled from a job for emergency visit, and must return to finish at the site pulled from, the customer requiring emergency service will be billed for return expenses also.

