

Standard Terms and Conditions

Effective Date: 18 December 2024 - Document Ref: TS/005/59 (Calibration)

1. Scope of Services

Hards Laboratories CC T/A Technology Solutions offers calibration and repair services for instruments in the fields of:

- Photometry, Radiometry
- Anemometry
- Temperature
- Chemistry
- Mass Flow
- Pressure
- Humidity
- Time & Frequency
- Water Activity
- Dew Point
- Stopwatches
- Acoustics

Technology Solutions also provides training in ISO/IEC 17025, Internal Auditing, Measurement Uncertainty, and Measurement Technologies.

2. Calibration Procedures and Standards

- All calibrations are performed using laboratory-developed or manufacturer procedures, aligned to manufacturer or client-specified accuracy requirements.
- Adjustments are carried out only when non-conformities are found and adjustment procedures are publicly available.
- Calibration uncertainties are reported at the laboratory's Calibration and Measurement Capability (CMC), unless the sample performs outside expected specifications.
- If specific calibration points are required, clients must notify the laboratory in advance.

3. Accreditation

- Technology Solutions issues **ANAB-accredited** calibration certificates by default.
- **SANAS-accredited** calibration certificates are available upon request.
- Both ANAB and SANAS are ILAC MRA signatories, providing internationally recognised calibration traceability.



4. Orders, Quotations and Turnaround Times

- All work must be accompanied by a valid official purchase order and must go through contract review before commencement.
- Quotations are valid for **30 days** and subject to revision if additional work (including repairs) is needed.
- Standard turnaround time is **3–5 working days per parameter**, depending on workload and equipment complexity.
- Certificates and invoices are issued within **48 hours** after successful internal quality control.
- **Urgent calibrations** requested within **24–48 hours** are subject to a **50% surcharge**.

5. Delivery and Packaging

- Equipment must be delivered with **all necessary accessories** and in **protective packaging** to ensure integrity.
- Cartage and freight are at the client's expense unless otherwise arranged.
- All instruments must be **clearly marked for identification**. Technology Solutions reserves the right to mark unmarked items.
- Instruments are functionally tested upon receipt and may be photographed to document condition.

6. Payments and Ownership

- Work is performed on a **COD basis**, unless an account facility has been arranged.
- **Equipment will not be released without full payment or proof thereof.**
- Ownership of the equipment remains with Technology Solutions until full payment is received.
- No discounts will be accepted unless arranged in writing.

7. Repair Warranty

- Repairs are guaranteed for **90 days**, limited to the actual work performed.

8. Client Responsibilities

- Clients must clearly identify all instruments and specify calibration requirements.

- If no instructions are given, calibration will be done according to manufacturer specs or best practice.
- If no expiry date is provided, a **12-month calibration interval** will be assigned by default.

8. Confidentiality and Information Use

- All client and instrument data are confidential.
- Calibration certificates may not be reproduced in part without written permission.
- Technology Solutions will notify clients of any legally mandated disclosures unless prohibited by law.
- Third-party information (e.g., complaints) will be kept confidential unless consent is granted by the source.

9. Conformity Statements

- Technology Solutions implements the **shared risk approach** as per **ILAC-G8:09/2019**, Section 4.2.1 – Binary Statement for Simple Acceptance Rule ($w = 0$).
- Statements of conformity may consider a **TUR > 4:1** or **PFA < 2%**, as applicable.

10. Witnessing and Client Presence

- Clients wishing to witness calibrations must notify Technology Solutions in writing **at least 5 business days in advance**.

11. Force Majeure

- Technology Solutions is not liable for delays or damages due to natural disasters, terrorism, fire, floods, or other uncontrollable events.

12. General Provisions

- Technology Solutions maintains **impartiality** and **technical competence** in line with ISO/IEC 17025 requirements.

13. Customer Communication

- All feedback, complaints, or suggestions should be directed to:
✉ **Email:** tsadmin@technologysolutions.co.za