

Caltec Instrument Services Ltd – Terms and Conditions of Business

1. Scope of Quotation

This quotation is based on the list of equipment currently held in our records. If any equipment has been added, removed, replaced, relocated or modified since our previous visit, please notify us as soon as possible. We reserve the right to amend the quotation should the scope of work differ from that originally quoted.

2. Client Responsibilities

The client is responsible for ensuring that all equipment is accessible, operational and available for calibration at the agreed time. Any delays resulting from equipment being unavailable, inaccessible, not operational or not ready for calibration may be subject to additional charges.

Unless otherwise agreed in writing, the client is responsible for the safe isolation, removal and reinstallation of any process instruments requiring off-line calibration. Where requested, our engineers may assist with the removal and reinstallation of instruments; however, responsibility for the safe operation of the process and equipment remains with the client.

3. Process Equipment and Recommissioning

Where instruments are removed from service for calibration, the client is responsible for ensuring that the equipment is correctly reinstalled and recommissioned.

We strongly recommend that the associated process, alarms and control systems are operated and verified whilst our engineer remains on site. This enables any issues relating to installation, configuration, process conditions or existing equipment faults to be identified and addressed promptly.

Whilst every reasonable care is taken during calibration activities, Caltec Instrument Services Ltd cannot accept responsibility for pre-existing faults, equipment deterioration, process-related issues, or defects that become apparent only after the instrument has been returned to service.

4. Calibration Results

Calibration results represent the performance of the instrument at the time of testing only. Calibration does not constitute a guarantee of future performance, repeatability, reliability, drift characteristics or long-term stability.

Instruments found outside specification may require adjustment, repair, replacement or further investigation. Unless specifically stated, calibration does not include repair, adjustment, servicing, fault-finding or certification following repair.

5. Additional Work

Any work outside the original scope of the quotation, including but not limited to fault-finding, repairs, adjustments, replacement of parts, additional testing, repeat calibrations, waiting time, return visits, delays caused by site conditions, or work resulting from inaccurate equipment schedules supplied by the client, will be chargeable at our prevailing rates unless otherwise agreed in writing.

6. Supply of Parts

Unless expressly stated otherwise, prices quoted for the supply of parts exclude labour, installation, commissioning, programming, configuration, calibration, travel, accommodation and any associated expenses.

7. Site Requirements

The client is responsible for providing safe access to equipment and ensuring a suitable working environment. Any required permits, inductions, escorts, lifting equipment, access equipment, utilities or specialist site resources must be arranged by the client unless otherwise agreed.

8. Certification and Calibration Labels

Please advise us of any specific documentation requirements before work commences. Recommended recalibration dates can be included on calibration certificates and calibration labels upon request. Such dates are provided as guidance only and do not constitute a guarantee of instrument performance for any specified period.

9. Validity of Quotation

Unless otherwise stated, quotations remain valid for 30 days from the date of issue. Thereafter, prices and availability may be subject to review.

10. Retention of Title

All goods supplied remain the property of the seller until payment has been received in full.

11. Payment Terms

Unless otherwise agreed in writing, payment is due within 30 days from the date of invoice.

12. Limitation of Liability

Caltec Instrument Services Ltd shall exercise reasonable skill and care in the provision of its services. Our total liability arising from the supply of goods or services shall not exceed the value of the relevant order.

Under no circumstances shall Caltec Instrument Services Ltd be liable for any indirect or consequential loss, including but not limited to loss of production, loss of product, loss of profits, loss of business, business interruption, or additional operational costs arising from equipment failure, process disruption or instrument malfunction.

13. Acceptance of Quotation

Acceptance of this quotation, purchase order, instruction to proceed, or commencement of work shall be deemed acceptance of these Terms and Conditions.