

Terms and Conditions of Calibration Service

Selfa Calibration Lab. is referred to as “the Laboratory”. The customer purchasing calibration service is referred to as “the Customer”. In no event will Selfa or the Customer be liable to the other or any of its affiliates for any consequential, incidental, indirect, special, punitive, or exemplary damages (including, without limitation, down-time, lost profits, business, or goodwill) suffered or incurred by such other party or its affiliates in connection with the calibration and/or repair process. Acceptance of Terms and Conditions of Calibration Service shall be construed and interpreted under the laws of the Federal Republic of Nigeria. The parties hereby consent to the jurisdiction of the courts of the Federal Republic of Nigeria and agree that the venue shall lie therein. The invalidity in whole or in part of any provision hereof will not affect the validity of any other provision.

Customer issuance of a purchase order to the Laboratory or acceptance of sales order acknowledgement including calibration service items implies acceptance of these terms and conditions.

In addition, the Laboratory considers non-response to sales order acknowledgements as acceptance of sales order and these terms and conditions.

Customer Confidentiality and Proprietary Information

Per ISO17025:2017 and the Laboratory’s Quality Manual, all of the Laboratory’s personnel sign a confidentiality agreement which protects both the Laboratory and Customer information. The Laboratory’s personnel will remain aware of the confidentiality of the Customer’s information learned during the course of conducting business and will not divulge such information without written consent from the Customer. Care will be taken when sending information via fax or other electronic methods so that the documents go directly to the Customer and no other. Care will be taken by the Laboratory personnel to hold confidential all Customer-owned documents and, if required, return same to the Customer after use.

Requesting Service

The Customer shall provide a list of instruments to be calibrated and/or repaired at the point of the Laboratory receipt to satisfy the quality standards requirement for control of instrumentation and inventory.

The Laboratory can provide accredited calibrations for instruments (measurements) that are within our scope of accreditation. The Customer shall provide written direction when requesting accredited calibrations (i.e. accredited calibration, or ISO/IEC 17025 calibration required). See the Laboratory website for our current scope of accreditation.

Calibration Services

The Laboratory is not committed to perform a specific calibration until the instrument and its procedure can be fully reviewed. The Laboratory will make every effort to meet its delivery projections. Delays due to affiliates, lack of accessories, procedures, or parts are beyond our control.

Batteries, fuses, and lamps are not included in the cost of calibration and are charged separately.

The Customer is responsible for the removal, restoration, and programming (as applicable) of all instruments returned from calibration. The Laboratory will not attempt to return instrument settings to the “as found” Customer’s positions upon completion of the calibration process.

Subcontracted calibrations are quoted in advance and require Customer authorization to proceed.

For Customer convenience, an automatic “instrument due for calibration” notice (recall notice) will be issued, informing Customers of their upcoming calibration requirements.

The Customer is responsible for ensuring that instruments calibrated by the Laboratory and its affiliates are free of contamination in accordance with State and Federal transportation and/or safety requirements.

For Customers requesting ISO17025 compliant accredited calibration services, the Laboratory provides expanded measurement uncertainty, at $k=2$, 95% confidence, calculated per the GUM (JCGM100:2008) for all tests within its scope of accreditation. The test tolerances on the calibration certificate are derived from the original equipment manufacturer (OEMs), National Standards, International Standards or client requested specifications.

When requested by the Customer, the Laboratory can provide calibration certificates which include statements of conformity. When Statements of Conformity are supplied, the customer agrees that decisions are based on the guard banded acceptance limits where the guard band (w) equals the expanded measurement uncertainty (U) calculated per the GUM (JCGM100:2008).

Guidelines on Reporting Conformity

Selfa Metrology laboratory lists 6 (six) possible decision rules will be applied to result when customer request for statement of conformity in compliance to a specification or the calibration inherently requires statement of conformity such as in compliance to regulatory standards or limits.

For compliance to customer specification, customer may decide on which decision rules to be applied while for regulatory standard compliance, Simple Acceptance Rule #1 will be applied if no directive is prescribed in the standard guideline or procedures.

The following decision rules may be applied to calibration results when statement of conformity is required. Detail descriptions of the decision rule and associated risk to incorrect decision are shown below. If customers have any question, they can contact the Head of Metrology.

Decision Rule #1: Simple Acceptance with application of measurement uncertainty

If measurement result \pm uncertainty of measurement falls within the upper and lower tolerance limit, it is considered compliance. This rule means that when calibration result minus the measurement uncertainty becomes lower than the upper tolerance limit, the result is considered comply or pass.

However, for this case, the risk to incorrect decision is high. In order to apply this decision rule, the Test Uncertainty Ratio (TUR) must be greater than 3:1 which means that the expanded uncertainty (U) at the tolerance limit must be less than 33% of the limit value.

Decision Rule #1A: Simple Acceptance without applying measurement uncertainty

It is allowed but not encouraged that customer chooses this decision rule which is applied without considering the measurement uncertainty (MU). However, MU at the result will be included in the report. Customer may use the MU to determine the conformity and risk.

Acceptance is when result is within the lower and upper tolerance limit, and rejection or non-compliance is when result is outside the tolerance interval. Risk to incorrect decision will not be provided.

Decision Rule #2 – Setting compliance probability at 95%

When compliance probability is specified, decision rule should comply with these requirements;

- **Acceptance; if $H_0: P(y \leq Tu) \geq (1-a)$ is true.**
- **Rejection; if H_0 is false i.e. $P(y \leq Tu) < (1-a)$**

This decision rule may be strict or relax depending on the required probability of compliance (PC). Decision Rule #2 is applied by setting the

PC to 95% which means that the error to incorrect decision is limited to 5% only. If this decision rule is chosen by customer, SELFA will help to calculate the acceptance limit to be applied.

The probability of conformance (PC) may be calculated using Microsoft Excel function

`NORM.DIST (x, mean, SD, Cumulative)`

where x = measurement result, mean = acceptance limit, SD = measurement uncertainty and Cumulative is set as TRUE.

If this greater than or equal to 0.95, then the result is considered comply or pass. Otherwise it is non-compliance or fail.

Decision Rule #3GA – Guarded Acceptance

This decision rule is made after adding a guarded acceptance band inside the acceptance zone. This will reduce the false acceptance but may increase the probability of incorrect decision.

When the guard band width is set as equal to the expanded uncertainty (U), this decision rule #3GA is acceptable by the ILAC-G8:09/2019 guideline (Choice B in the flow-chart).

Customer may opt for this decision rule rather than the simple acceptance Decision Rule #1

Another option is to set the guard band width such that the decision will produce less than 2% probability of false acceptance (PFA). SELFA will assist customer to determine the guard band width which will result in PFA of 2% or less if you choose this decision rule.

Decision Rule #5 – Guarded Rejection

This Decision Rule is made after adding a guarded acceptance band outside the acceptance zone. This will reduce the false rejection but may increase the risk to incorrect decision.

This is a more lenient acceptance rule compared to Decision Rule #3GA.

When the guard band width is set as equal to the expanded uncertainty (U), this decision rule #3GR is acceptable by the ILAC-G8:09/2019 guideline (Choice B in the flow-chart).

This decision rule may be adopted if customer want to be sure the test result is really outside the acceptance limit before it is rejected.

Decision Rule #6 – Customer's Specification

Customer may set the acceptance limits/zone according to their own consideration. This decision rule should not be applied to regulatory compliance even when not guideline is given. Technically, all result may be set to comply if the acceptance limit is purposely set above the tolerance limit.

Compliance statement will state that this is from customer's specification.

If the measurement uncertainty is to be used, customer may specify that the acceptance limit should be in a multiple of standard uncertainty.

When the acceptance limit is set at the expanded uncertainty, the decision rule is similar to Decision Rule #3GA or #3GR depending on where the guard band is applied.

SELFA may recommend the use of the other decision rules available which can be modified using the customer's specifications.

Repair Service

Laboratory and subcontracted repairs are quoted in advance and require Customer authorization to proceed. All unauthorized repairs are subject to an evaluation charge.

The Laboratory's ability to calibrate an instrument does not imply the ability to align or repair it. Some manufacturers consider this process proprietary.

Quality

The Laboratory performs all work in accordance with ISO 17025:2017. The Customer is responsible for meeting the requirements of their particular quality standards as they relate to their industry and measurement/calibrations.

Calibration intervals are assigned by the Customer based on their use, environment, and risk. The Laboratory is not liable for improper intervals set by the Customer or instrument manufacturer.

All Customer certificates provided by the Laboratory are available upon request by Customer only and on the secured Certificate Web Portal.

Shipping

The Laboratory requires documentation (packing list, purchase order, etc.) of instruments to be calibrated or repaired at the point of the Laboratory receipt to satisfy the quality standards requirement for control of instrumentation and inventory.

The Laboratory is not responsible for items such as leads, manuals, accessories, etc. not listed on the Customer purchase order or packing list.

The Laboratory is not responsible for instruments that arrive damaged due to improper packaging or handling.

When using your own carrier, please indicate whether or not return shipping insurance is required, and what the insurance amount should be.

Quoted calibration prices do not include shipping charges. The Laboratory is not responsible for any shipping, duties, fees, taxes, or customs charges.

Warranty

Any number of factors can cause a calibrated instrument to drift out of tolerance at any time following its calibration. The Laboratory warrants that any instrument calibrated by the Laboratory found to be out of tolerance within ninety (90) due to errors or defects in the Laboratory repair or calibration process will be re-calibrated at no charge if said item is returned to the Laboratory.