

Important information on the accredited calibration services for the DAkkS laboratory D-K-19120-01-00 according to DIN EN ISO/IEC 17025:2018

Accredited calibration method

the current calibration procedures and the underlying regulations are documented on [this internet page \(https://www.mt.com/qualitymanagement\)](https://www.mt.com/qualitymanagement) in the document: «Flexible Accreditation D-K-19120-01-00». In accordance with DIN EN ISO/IEC 17025:2018 Chapter 7.8.4.1, calibration certificates must contain the results before and after each adjustment or repair. We therefore recommend that you always have an «as found» calibration carried out first and then order an «as left» calibration after every adjustment, repair or, if necessary, maintenance.

Accredited / non-accredited calibration services

For balances (Non-Automatic Weighing Instruments - NAWI) that are calibrated with weights and tank scales that are calibrated with RapidCal systems, the service programs with the designation «DAkkS Calibration ISO 17025» include a DAkkS-accredited calibration certificate. For Pipettes (Piston Operated Volume Apparatus - POVA) accredited DAkkS certificates are only issued for the service programs named «accr.».

For all other NAWI, POVA and RapidCal service programs, the certificates are not accredited (no DAkkS-symbol on the certificate) and are therefore not covered by EA-3/01 M:2021 Chapter 5.2.1.

Measurement uncertainties

The calibration and measurement capabilities (cmc) are documented on [this internet page \(https://www.mt.com/qualitymanagement\)](https://www.mt.com/qualitymanagement) in the accreditation certificate: «DAkkS Accreditation D-K-19120-01-00 according to ISO 17025:2018». In the case of non-accredited calibration services, the measurement uncertainty is neither calculated nor considered in conformity statements.

Conformity Statements

At balances and RapidCal calibration certificates no conformity statement is made in the accredited part of the calibration certificate. The status «OK» or «Not OK» in the accredited/non-accredited POVA calibration certificates indicates in accordance with the «simple acceptance rule» chapter 4.2.1 of the «Guidelines on Decision Rules and Statements of Conformity ILAC G8:09/2019» whether the current random and systematic measurement deviations are within the tolerance limits.

Complaints

The procedure for handling complaints is available on written request from the laboratory.

Packaging and Transport

Balances and tank scales should always be repaired and calibrated on site. Therefore, we recommend following the manufacture manuals in case packaging and transport is unavoidable. POVA equipment that will be send to the calibration laboratory in Giessen, needs to be packaged and transport according to the manufacture manual, but at least in reusable, shockproof packaging. Return shipping to the customer is carried out by a forwarding transport company.

Calibration certificates

All calibration certificates are sent in electronic form as standard.