

Service Terms and Conditions

Decontamination Declaration

All incoming service goods are inspected upon arrival. This Inspection can only be carried out if we have assurances that the goods are free of hazardous substances.

If a Decontamination Declaration has not been included with your shipment, you may download one here:

https://trigasfi.de/wp-content/uploads/2019/05/Deconti_E.pdf

It must be filled out and returned as soon as possible, referencing our job number or quotation number. Whenever possible, a Material Safety Data Sheet MSDS should be included as well.

If we have reason to suspect that the goods have been used with hazardous fluids, your package will remain unopened in our quarantine store until the Decontamination Declaration is received.

Based on evidence of presence of questionable fluids, strong smells, leakage, etc., we reserve the right to carry out a cleaning as a safety precaution before installing the flowmeter on our calibrator and charge according to our standard prices. We accept no liability for any damages caused by the cleaning process and you will be liable for any damages caused by remnants of hazardous fluids inside the goods.

Scope of Work - Calibration Specification Sheet

The scope of work described herein is based on our best understanding of your requirements from the supplied information. As there is some ambiguity, we request that you completely fill out the attached Calibration Specification Sheet also available at https://trigasfi.de/wp-content/uploads/2019/05/Kalibriersteckbrief_E.pdf and return it to us as soon as possible. This document is required in order to ensure that the work is performed according to your expectations, as we cannot accept responsibility for performance issues resulting from failure to provide comprehensive instructions. Without it, we will proceed with the work as described herein no later than date and our invoice will be due and payable according to our standard terms and conditions referenced below.

Conformity Declaration

If a Conformity Declaration is required, please specify performance criteria which are to be used to determine conformity to Manufacturer's specifications, Internal Specifications, etc. by filling out the appropriate section in the attached Calibration Specification Sheet.

Calibration Results and Conformity evaluation, unless otherwise specifically requested, will be reported without the uncertainty of the calibrator itself which will be noted separately in the Calibration Protocol.

Adjustment/Scaling for Compliance to Specification

Scalable types of Flowmeters and Flow Controllers often require adjustment in order to meet Manufacturer or Client defined performance specifications.

Calibrations performed at TrigasFI GmbH, unless otherwise specifically noted, do not include adjustment to bring the equipment within specified performance limits or any additional tests required to confirm compliance.

Adjustment can be trivial and in many such cases carries no additional cost. In such cases, unless specific instructions are provided to the contrary, TrigasFI will perform free-of-charge routine adjustments as part of the calibration process.

Routine adjustment does not constitute a complete as-found calibration which is optional and offered at extra cost.

If Adjustment/Scaling and/or as-found calibration certificate is required at extra charge please specify performance criteria which are to be used to determine conformity to Manufacturer's Specifications, Internal Specifications, etc. by filling out the appropriate section in the Calibration Specification Sheet.

See also Scope of Work and "Conformity Declaration" above.

Terms and Conditions

Your transactions with us are governed by our Terms and Conditions:

<https://www.trigasfi.de/agb/>

We do not recognize contradicting terms and conditions of sale.