Schedule 3.2 – Calibration Services

AGREEMENT NUMBER:	
PROJECT REFERENCE:	
NUMBER OF VISITS:	
DURATION OF VISITS:	

	Service Options	Included
1	On-Site single point ISO17015 temperature/humidity calibration	
2	On-Site 3-point ISO 17025 temperature/humidity calibration	
3	On-Site Co2 and O2 gas transducer calibration	
4	On-site differential pressure transducer calibration	

1.0 Calibration Service

1.1 From the commencement date of this Agreement for an initial period of the minimum term and thereafter, TMS will undertake the recalibration of monitoring sensors in Customer's Monitored Equipment, located at Customer's sites that were listed during the system installation or are otherwise agreed in writing to be included under this Agreement.

1.2 TMS commitment under the terms of this Agreement is to provide yearly re-calibration service visits to the Customer's facility on pre-agreed dates. The number and duration of planned visits are detailed in this Agreement.

1.3 On site sensor re-calibration will be carried out using UKAS accredited ISO17025 calibrated and traceable electronic reference thermometers, and documented in accordance with the appropriate TMS standard operating procedure.

1.4 The dates of the calibration work will be pre-agreed with the customer before our engineers visit site.

1.5 If we attend site on the agreed dates and are unable to perform our calibration work for reasons outside of our control. This may result in extra charges being levied in the form of return visits.

1.6 Temperature calibration will be undertaken in accordance with TMS UKAS ISO17025 accreditation (**9474**) and associated technical and QMS documentation.

1.7 If during the maintenance/re-calibration visit, equipment outside of warranty is found to be faulty, then Customer will be notified of the costs associated with the repair. The faulty equipment will be repaired or replaced following receipt of a formal purchase order to cover the work.

1.8 If due to changes in Customer's facilities the TMS engineer identifies the need for the installation of additional wireless signal repeaters. These will be supplied and installed following receipt of a formal purchase order to cover the work.

2.0 Service Process

2.1 2 weeks prior to attending site we will send the customer a list of all probes that we have on record that we are intending to calibrate during our visit. The customer should review this schedule and notify us of any anomalies or missing probes that we should be made aware of.

2.2 Our technicians will require exclusive unrestricted access to customer fixtures in small groups. During the actual calibration process these fixtures will not be available to the customer's staff until calibration has been completed.

2.3 Our technician will need to freely access the monitoring probe within the Monitored Equipment and this may require customer staff to assist by emptying a fixture if requested to do so. Our technicians are not permitted to remove product from any fixture.

2.4 In extreme circumstances, due to the build-up of ice, it may not be possible to carry out a probe calibration on specific fixtures on the day. In these circumstances, we will notify you of the fixtures that may require emptying/defrosting and a further visit to site may be necessary to complete the calibration work.

Subsequent additional visits to site will be charged extra to the Agreement price.

2.5 If a probe is found to be out of tolerance, then an offset correction value will need to be entered in the appropriate WARP/LCMU panel to correct the error. We will need written confirmation from you that making error offset corrections to your probes is acceptable.

If we do not receive such confirmation, then we will not undertake any corrective action and only report the as found probe errors.

2.6 Tutela Monitoring Systems is an **ISO17025 UKAS** accredited calibration service supplier and our accreditation number is **9474**.

2.7 On completion of calibration work a formal Calibration Certificate will be issued to the customer for record and uploaded to the customers TMS secure website.

Single Point Temperature Calibration

2.8 All Single-Point probe calibration will be undertaken with the monitoring probes in situ in the fixture at the fixtures normal operating temperature. The calibration process is as fully described in our quality document QD-705/767 Single Point Temperature and Humidity probe calibration SOP's (*method statement*). A copy of which can be provided on request.

2.9 Due to the calibration process, normal automatic alarm monitoring and recording of the fixture temperature will not be available during the calibration process and the customer should plan to locally monitor each affected fixture until calibration is completed.

3-Point Temperature Calibration

2.10 3-point temperature calibration is a time-consuming exercise that necessitates the removal of the monitoring probe from the fixture and placement in either a dry block or liquid bath calibrator. The calibration process is as fully described in our quality document QD-772/775 3-Point Temperature probe calibration SOP's (*method statement*). A copy of which can be provided on request.

2.11 We will require exclusive access to each fixture for a period of up to 2 hours during which it may not be accessible to your personnel.

2.12 Due to the removal of the temperature probe from the fixture, normal automatic alarm monitoring and recording of the fixture temperature will not be available during the calibration process and the customer should plan to locally monitor each affected fixture until calibration is completed.

2.13 The customer is required to agree the 3 specific temperature values of the calibration points prior to our commencing calibration work.

3.0 Service Levels

3.1 **TMS**

- Pre-agree dates of site visits with customer.
- Issue a schedule of probes to customer prior to site visit.
- Review full recalibration processes with customer prior to starting work.
- Highlight equipment failures to customer and recommend replacement.
- Agree the scope of calibration with the customer.
- Agree with customer correct or do not correct errors found.
- Agree with customer 3-point calibration point values.
- Issue a compliant calibration certificate on completion of work.

CUSTOMER

- Immediately notify TMS of changes to Monitored Equipment (relocation, retirement, change of use, etc.).
- Notify TMS of any planned replacement of monitored equipment.
- Provide TMS with all reasonable support and access to the onsite Monitored Equipment being calibrated.

4.0 Key Performance Indicators

- TMS continues to hold UKAS ISO17025 accreditation.
- 2 week notice of planned site attendance.
- Calibration Certificate issued within 2 weeks of completion of work.