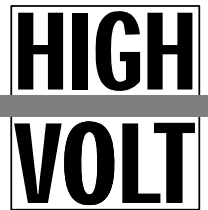


**DKD - K - 24501**

**Accredited Calibration Laboratory**

**for electrical measuring quantities / high voltage measuring systems**



## **Special conditions for the calibration service by the HIGHVOLT Calibration Laboratory**

### **I. Scope of Application**

For the calibration service the "General conditions for the supply of products and services of the electrical and electronics industry" (GC) and the following special conditions are applied, if in the single contract no other conditions are specified.

### **II. Content and processing of calibration**

1. The date of calibration has to be agreed between the contractor and the customer. If it is impossible for the contractor to fulfil the agreed date of calibration because of reasons in his own responsibility or in cases of force majeure (also weather conditions) claims of the customer against the contractor are excluded.
2. The contractor realises the content of calibration specified in the contract if the necessary conditions for the calibration are fulfilled.
3. The results of measurement are valid for the moment of the calibration and for the measuring conditions applied during the calibration (environmental conditions, settings of instruments, software etc).
4. The contractor's staff has to comply with the safety regulations of the relevant German Employer's Liability Insurance Association.

The contractor has to be informed by the customer about additional safety regulations and special conditions before calibration.

The customer has to take all measures to comply with statutory and other regulations relating to accident prevention on site.

5. Measurements on request of the customer may be refused by the contractor if he has grave doubts (e.g. concerning safety regulations or performance of the systems).
6. The contractor delivers DKD-Calibration Certificates in the languages German or English.

Any claims on the correctness of translations of Calibration Certificates, translated by the contractor on demand of the customer are excluded.

In case of doubts the German or English version is valid.

Conformity declarations about the accordance of the calibration object to a specification are only made in the extend confirmed by measurements.

A copy of the Calibration Certificate is stored at the contractor at least over 5 years.

7. Complaints about the calibration have to be directed to the contractor in written form. They are received by the contractor only inside a time limit of one month after the issue date of the Calibration Certificate if no other conditions are specified in the contract.

In cases of accepted complaints about calibration certificates the contractor issues a new corrected Calibration Certificate.

### **III. Liability**

1. The contractor is liable for incorrect processing of the calibration only in cases for that he is responsible or in the case of gross negligence.
2. At calibrations, the contractor is not liable for the quality and the performance of the calibration object. If the contractor from his measurements or his knowledge derives doubts concerning the quality and the performance of the calibration object, he has to inform the customer immediately. If necessary, the calibration procedure has to be interrupted or the calibration has to be refused, if the procedure was not already started.

The risk of the accidental loss and damage or accidental change of the performance of the calibration object to the worse has to be covered by the customer.

At calibrations the contractor is reliable only for damages according to chapter XI of the GC.

3. At on site calibrations the customer is reliable for damages at the equipment of the contractor if the customer is responsible for these events. The customer is reliable in the case of larceny of the equipment of the contractor on the customer's territory.

The contractor is authorised to demand from the customer to prove him the conclusion of a liability insurance of sufficient kind and value.

4. The contractor is not liable for the packing and the transport of calibration objects if not otherwise specified in the contract.

If the contractor takes notice of the unsuitable or damaged packing of the calibration objects the customer will be informed immediately.

### **IV. Confidence**

1. The contractor considers all information about the calibration and about the customer as confidential.
2. On the other side the customer considers information that he get about the calibration laboratory as confidential.