

Standard Terms, Conditions and Practices for Service and Calibration

1. Customs Handling and Clearance (applicable for shipments from outside the EU only)

TrigasFI is obliged to pay import duty on all goods imported from outside the EU based on the shipper's declared "Value for Customs Purposes". The duty paid is returned by the authorities to TrigasFI approximately 3 months later. Our standard Customs Handling Charges cover all expenses for declared Customs Values of up to € 1000. For higher amounts, we will add a charge of 2% of the declared "Value for Customs Purposes" in order to cover the cost of financing of the import duty described above.

2. Incoming Inspection, Evaluation and Cleaning

Incoming inspection, evaluation and if required, simple cleaning are free of charge for all flowmeters calibrated at TrigasFI. A standard incoming inspection fee will be charged only for flowmeters are for any reason returned without calibration. If during incoming inspection process problems are identified which require extraordinary corrective actions, a repair cost estimate will be sent to the customer. No work resulting in extra charges will be performed without prior authorization.

3. Electronic set-up

Electronic set-up is free of charge at TrigasFI assuming that the electronics arrive in ready-to-calibrate, good working order. TrigasFI is equipped to monitor many different types of flowmeter outputs. Below is a partial list of flowmeter output types which are routinely handled at the calibration laboratory:

Frequency: Pulse (TTL, Open Collector), Magnetic sensors, RF (Modulated Carrier) sensors (FTI, Cox, F&P)

Analog: 0-5 V, 0-10 V, 4-20 mA

Visual indication

New output measuring capability is continuously being added, practically ensuring that no matter what your flowmeters' output is it will be properly recorded.

If because of problems, significant time is required to obtain a useable output from the flowmeter under test or if unforeseen rescaling/programming is required, authorization will be requested from the customer before any extra charges are applied. See item 1 above

4. Multiple Flowmeter outputs

There is no extra charge at TrigasFI for monitoring multiple outputs from a flowmeter (such as a flowmeter which generates both a pulse output and visual indication through a display).

More than two inputs however or special output configurations may necessitate the participation of additional personnel to monitor the inputs. If significant time is required to set-up for the additional flowmeter outputs, extra charge will only be applied after authorization is obtained from the customer. See item 1 above.

5. Fast Turnaround commitment

TrigasFI strives continuously to improve turnaround time for our services. Currently, the statistical average for our turnaround time is less than 5 work days.

For clients in a hurry, we offer our 2-day turnaround with a surcharge of 50% over our standard prices.

Emergency same day or next day service is also available and is usually charged on an hourly basis. Please contact the factory for prices and conditions.

6. DKD Calibration surcharge

Liquid and Gas DKD calibrations carry a surcharges of 25% and 40% respectively over our standard prices. The surcharge applies only to calibration activities, it does not apply to set-up or repair charges.

7. Specific points at flowrates defined by customer

Normally the desired number of calibration points is spread evenly or logarithmically over the desired calibration range. For low flowrates, there is no extra charge at TrigasFI for taking data points at specific flowrates requested by the customer.

Depending on the flowrate and the response time of flowmeters, if significant time is required to set the flow at the precise points requested, any applicable extra charge will only be applied after authorization is obtained by the customer. See item 1 above.

8. Witnessed Calibrations

TrigasFI is always pleased to demonstrate our capabilities and commitment to quality to all our existing and potential customers. Having a customer however witness and participate in the entire calibration process requires additional resources which are not covered by our standard service prices.

As a result, witnessing by the customer results in a surcharge of 50% on all invoiced items.

9. On-Site Calibration and Service Policy

Master meter preparation (in house calibrations) will be charged at standard prices.

Travel time to customer location and back will be charged at standard hourly rates.

Going-there travel time starts upon departure from our office/home and ends when access is granted to the first flowmeter for calibration.

Return travel time starts when the last calibration is done and ends upon arrival back at the office (or at home, if after business hours).

Calibration of flowmeters will be charged according to standard on-site prices. Standard prices are applicable assuming that:

Flowmeters are accessible when we arrive

Required tools are available

UUT documentation is available (wiring schematic, etc)

Support from customer's personnel is available as needed

If as a result of any of the above calibration is delayed, waiting time will be charged at standard hourly rates.

Repairs, scaling, programming, etc. are not included in the calibration prices. Such activity, if required will be charged at standard hourly rates.