

## Ordering Weights and Weight Sets

1. Please describe your application and tell us what you need to accomplish with these weight(s) or weight set.
  2. What is the maximum amount of weight you will need at any one time?
  3. What is the minimum amount of weight you will need at any one time?
  4. What tolerance are you looking for?
  5. Is your tolerance driven by the equipment under test; the application; an internal specification document; or another source?
  6. What “style” (ASTM, OIML, NIST) is required or preferred?
  7. What configuration do you need (5-3-2-1 or 5-2-2-1)?
  8. Do you need something that is custom manufactured?
  9. What is your budget for this project?
  10. Tell us about the environment. Is it
    - a. Indoor/outdoor?
    - b. Wet/dry?
    - c. Windy/still?
    - d. Corrosive, hazardous, or explosive?
    - e. A clean room?
    - f. Are there biohazard, electrostatic, or magnetic conditions to consider?
    - g. What else is noteworthy?
  11. Are you replacing an existing weight or weight set?
  12. If the answer to question number 11 is yes, then:
    - a. What do you like/dislike about the existing devices?
    - b. What configuration is the existing set?
    - c. What style is the existing set?
    - d. What laboratory documentation is needed for the existing set?
  13. Does this weight set need to be legal-for-trade?
  14. Do you need ISO/IEC 17025 & ISO 9000 laboratory documentation?
  15. If you do not need ISO/IEC 170285 and ISO 9000 laboratory documentation, do you need traceability to NIST?
  16. Do you need true mass value?
  17. Do you need a book version of the Calibration Report?
  18. If you do not need any documentation, you still have the option of an RLWS Certificate of Accuracy. (see page 221)
  19. If you are getting any of the laboratory documentation above, do you need a recall date?
- Your existing weights and weight sets should be recertified on a managed periodic basis. The recertification period is determined by a number of factors, including but not necessarily limited to, the environment, frequency of use, demands of the process, quality of the weighing devices in question, age of the weights in question, and handling during use.
20. What other precision services/equipment (recalibration, balances, accessories, static electricity) do you use?



# Ordering Laboratory Documentation

## New Weights

Traceable and Weight Calibration Certificates can be purchased with every weight we sell. To order either document with your purchase of a new weight or weight set, you should:

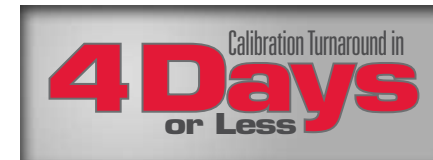
1. Note on your purchase order to add these services.
2. Call or fax the order and we will quote you the additional price immediately.

## Existing Weights

Your existing weights and weight sets should be recertified on a managed periodic basis determined by a number of factors, including but not necessarily limited to: the environment, frequency of use, demands of the process, quality of the weighing devices in question, age of the weights in question, and handling during use.

When calibrating existing weights there are many factors that affect the cost: age, design, abuse, required finish, tolerance and class needed. To accurately estimate the cost of our calibration service, we offer the following four-hour\* response options:

- Complete the Weight Recalibration Request form available online at [www.ricelake.com/recalibration](http://www.ricelake.com/recalibration) or on page 251.
- Return the Weight Recalibration Request form with the weights and we will evaluate the weights and phone you with a quote.
- Call and tell us what weights you have and what service you need and we will give you a quote over the phone.



## 4-Day Turnaround for Weights and Calibration Services

If you have a specific date that you need the weights back, call ahead and schedule an appointment. Our metrology lab will then schedule your work before we receive your weights.

Please call **1-800-472-6703** to receive a copy of the Weight Recalibration Request to schedule a time for certification of your weights.

*Weight Recalibration Request form must be received at RLWS during the hours of 6:30 a.m. to 6:30 p.m. Monday through Friday and on Saturday from 8:00 a.m. to Noon Central Standard Time.*

To place an order call **800-472-6703** or visit [ricelake.com/precision](http://ricelake.com/precision)

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