

Terms and Conditions for the Provision of Services by the Research and Calibration Laboratory

§1. General Provisions

1. The services provided by the LUMEL S.A. Research and Calibration Laboratory (hereinafter referred to as the "Laboratory") are performed by LUMEL S.A., with its registered office in Zielona Góra, at 4 Słubicka Street, 65-127 Zielona Góra, Tax Identification Number (VatNo.): PL9731024988, National Business Registry Number (REGON): 363245157 (hereinafter referred to as "LUMEL S.A.").
 2. These Terms and Conditions define the rights and obligations of the Customer and LUMEL S.A. concerning the services provided by the Laboratory. These Terms and Conditions apply in full exclusively to business entities. With regard to consumers and entities whose rights are equated with consumer rights under applicable law, these Terms and Conditions shall apply only to the extent that they do not conflict with generally applicable law.
 3. Orders for services are placed in accordance with the General Terms and Conditions of Sale of LUMEL S.A., available on the website www.lumel.com.pl.
 4. Information concerning the scope of services provided by the Laboratory may be obtained by telephone or by e-mail at laboratory@lumel.com.pl, as well as on the website. Technical information telephone numbers are available on the website www.lumel.com.pl.
 5. These Terms and Conditions constitute an integral part of every offer submitted to the Customer.
 6. Placing an order constitutes acceptance of these Terms and Conditions.
 7. The Laboratory undertakes to maintain impartiality in the performance of its services and to ensure the confidentiality of the Customer's data.
 8. Complaints concerning services provided by the Laboratory may be submitted by telephone or in writing (by post or via the Laboratory's e-mail).
 9. Complaints shall be considered within 21 business days from the date of submission. If it is not possible to consider a complaint within the specified period, the Customer shall be informed of the actions taken and the approximate date by which the complaint will be considered.
 10. In matters not regulated by these Terms and Conditions, the provisions of the General Terms and Conditions of Sale of LUMEL S.A., available on the website <https://www.lumel.com.pl/en/pages/general-terms-of-sales>, shall apply.
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§2. Equipment Delivered for Calibration and Testing

1. In the case of equipment manufactured by companies other than LUMEL S.A. being delivered for calibration or testing, the Customer undertakes to deliver to the Laboratory equipment that is properly prepared, fully identifiable and complete (e.g. the equipment should be supplied, where applicable, with measuring leads, connection connectors, clamps, a functional battery or a charged rechargeable battery).
2. The equipment should be properly secured for transport and delivered to the following address:
Research and Calibration Laboratory LUMEL S.A. 4 Słubicka Street 65-127 Zielona Góra, Poland.

Delivery of the equipment constitutes the Customer's declaration that the equipment is their property or that the Customer has the right to dispose of it.

3. The Laboratory does not collect samples for testing. The test item shall be supplied by the Customer. The Customer shall bear the costs and responsibility resulting from the method of delivery of the test item.
 4. The Laboratory shall not be liable for data stored inside the equipment or on external storage media supplied with the instrument for calibration or testing. User settings may be lost or restored to factory settings during the performance of the calibration or testing service.
 5. The Laboratory shall refrain from performing calibration or testing if the equipment is found to be defective, if the information contained on the nameplate (e.g. serial number) is illegible, or if any other irregularity is identified that prevents the service from being performed. A fee shall be charged for the inspection activities performed, in accordance with the applicable price list. The Customer shall be immediately informed of any nonconformity affecting the performance of the service.
 6. The Laboratory shall not be liable for damage occurring or discovered after completion of the service, including any physical defects of the instrument identified during the performance of the calibration or testing service.
 7. Mechanical damage to equipment and other equipment faults, unless they have arisen as a result of calibration activities performed by the Laboratory, shall not constitute grounds for submitting a complaint concerning the calibration service performed by the Laboratory. Handover of the equipment to the Customer, either personally or by handing it over to a carrier, means that the instrument had no damage at the time of handover.
 8. The Laboratory informs the Customer, and the Customer acknowledges, that during the performance of the testing services listed in §4 item 2, the test item may be damaged or completely destroyed.
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§3. Scope of Calibration Services Provided by the Laboratory

1. The Laboratory provides calibration services for equipment manufactured by LUMEL S.A. in accordance with the applicable service price list available at www.lumel.com.pl. The Laboratory also provides additional services and calibration services for equipment manufactured by companies other than LUMEL S.A., subject to prior agreement.
2. The following types of instruments are calibrated:

Analog and digital measuring instruments for electrical quantities and power network parameters:

- voltage meters,
- current meters,
- frequency meters,
- phase angle meters,

- multimeters,
- power meters,
- clamp meters,
- resistance meters,
- voltage, current and resistance transducers,
- power network parameter analyzers and recorders.

Electrical quantity standards:

- calibrators,
- reference current and voltage sources,
- resistance standards,
- generators.

Instruments for measuring non-electrical quantities:

- humidity meters,
- temperature meters and transducers,
- thermocouples,
- resistance sensors.

3. A calibration certificate constitutes confirmation that calibration has been performed.
4. The calibration certificate is issued with the **PCA accreditation symbol** if at least one of the parameters is within the scope of accreditation. Items on the certificate that are outside the scope of accreditation are identified accordingly.
5. At the Customer's request, a calibration certificate may be issued before adjustment or repair, provided that measurement results are available. The certificate is subject to a fee amounting to **25% of the calibration price**.
3. At the Customer's explicit request, a calibration certificate for equipment manufactured by companies other than LUMEL S.A. may include information concerning compliance with the requirements specified in the instrument's specification. The statement of conformity is performed in accordance with the guidelines contained in **ILAC-G8:09/2019 "Guidelines on Decision Rules and Statements of Conformity"**, using the method selected by the Customer.
4. Unless the Customer decides otherwise, conformity assessment for equipment manufactured by LUMEL S.A. is performed in accordance with the guidelines contained in **ILAC-G8:09/2019 "Guidelines on Decision Rules and Statements of Conformity"**, based on simple acceptance and the risk of an incorrect assessment associated with this principle, or by means of a binary statement of conformity with a guard band applied, where the guard band is equal to the measurement uncertainty.
5. Failure by the Customer to provide their own requirements concerning the calibration process shall be deemed to constitute acceptance of the Laboratory's internal calibration procedures.

6. The Laboratory reserves the right to state that the results presented on the calibration certificate correspond to the metrological characteristics of the equipment as of the calibration date and shall not be liable for the consequences of the use of measuring equipment by the Customer or any third party.
 7. At the request of the party ordering the calibration service, a duplicate of the calibration certificate may be issued against payment of a fee. Certificates older than **5 years** are not sent.
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§4. Scope of Testing Services Provided by the Laboratory

1. The Laboratory provides equipment testing services following prior individual agreement on the scope and pricing of the test.
2. The Laboratory performs the following types of tests:
 - electrical and electronic equipment operating in residential, commercial and light industrial environments, with testing performed in accordance with the environmental standards EN 61000-6-1 and EN 61000-6-3;
 - electrical and electronic equipment operating in industrial environments, with testing performed in accordance with the environmental standards EN 61000-6-2 and EN 61000-6-4;
 - immunity testing against radiated radio-frequency electromagnetic fields in accordance with EN 61000-4-3;
 - immunity testing against conducted disturbances induced by radio-frequency fields in accordance with EN 61000-4-6;
 - immunity testing against a 50 Hz power-frequency magnetic field in accordance with EN 61000-4-8;
 - immunity testing against a series of fast electrical transients in accordance with EN 61000-4-4;
 - immunity testing against surges in accordance with EN 61000-4-5;
 - immunity testing against electrostatic discharges in accordance with EN 61000-4-2;
 - immunity testing against voltage dips, short interruptions and voltage variations (AC and DC connections) in accordance with EN 61000-4-11;
 - shock and impact immunity and endurance testing (Test Ea) in accordance with EN 60068-2-27;
 - vibration immunity and endurance testing (Test Fc), sinusoidal, in accordance with EN 60068-2-6;
 - cold resistance testing (start-up at reduced temperature) in accordance with EN 60068-2-1 – Test A: Cold;
 - dry heat resistance testing in accordance with EN 60068-2-2 – Test B: Dry Heat;

- steady-state damp heat resistance testing in accordance with EN 60068-2-78 – Test Cab;
 - cyclic damp heat resistance testing in accordance with EN 60068-2-30;
 - testing of the characteristics and properties of electrical equipment for the purpose of assessing safety of use in accordance with EN 61010-1.
3. A test report constitutes confirmation that the testing has been performed.
 4. The test report refers exclusively to the results, facts and circumstances identified at the time and place where the service was provided.
 5. Measurement uncertainties are reported where relevant to the reliability of the test results or their application, or where the uncertainty is relevant to compliance with specified limit values. Measurement uncertainties are provided upon agreement on the scope of testing.
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§5. Confidentiality and Personal Data Protection

1. The Research and Calibration Laboratory is responsible for managing all information obtained or generated during the performance of laboratory activities. Except for information made publicly available by the Customer or where disclosure has been agreed between the Research Laboratory and the Customer, all other information obtained during laboratory activities constitutes confidential and protected information.
2. Both parties undertake to maintain the confidentiality of both information concerning the concluded agreement and the activities conducted by the parties. This confidentiality obligation does not apply to disclosure of such information to authorities, institutions (including the **Polish Centre for Accreditation (PCA)**, to the extent necessary to verify documentation and processes) and courts, where such disclosure is required by applicable law, as well as to companies providing business, legal, financial, tax advisory or similar services, provided that the parties to such agreements bear full responsibility for ensuring that the aforementioned entities maintain the confidentiality of such data.
3. All personal data shall be processed in accordance with the information available on the website: <https://www.lumel.com.pl/en/pages/sustainable-procurement-policy> The Customer declares that they have read and understood this information.