

## IMADA Calibration Request and Confirmation

Thank you very much for your continued use of IMADA products. Please read first and confirm the details stated in the **IMPORTANT NOTICE** (below) before sending your Measuring Instruments for Calibration to us in Japan (via our local agent).

If all details confirmed and agreed upon, proceed to the Request Form on second page, check the box ☒ confirmed to proceed and fill in the details required. Please contact the local agent or us for clarification if you have any questions or concerns.

*\*Your Calibration Request not accepted without your confirmation check ☒.*

For additional **Repair Request(s)** or Firmware Update(s) required, submit another **Request Form**. Please forward the **Measuring Instrument** and the Request **Forms** to the local Agent for the request confirmation and to proceed.

*\*Please ensure all your requests and concerns specified and confirmed before proceeding with the process.*

***\*Please note and confirm: Only a limited part of this notice applies to ISO 17025 calibration orders.  
This notice applies mainly to IMADA measuring instruments sent to IMADA for calibration.***

### IMPORTANT NOTICE

#### **REPAIR (including FIRMWARE UPDATE) / CALIBRATION Procedures**

- The quotation will be issued after the repair details and the procedures are determined. As such, please specify your requests, by filling the Repair Request and Confirmation Sheet (next page).
- After confirming the quotations for the Repairs or the Calibration, you may decide to cancel the processes.  
The Measuring Instruments returned following the set company Export Regulations and all charges Invoiced to you, including the Quotation Fee, Export Packaging and Handling with the Shipping Collect.  
(The Packages for the Measuring Instruments sent to us will not be used nor returned for all exports from **IMADA Japan**).
- The Measuring Instruments Data may get erased in the process. If necessary, please record the Settings and the Memory Data in the Measuring Instruments before sending them for Repairs or Calibrations.
- The Measuring Instruments Check proceeded for Wear, Abrasion or Deterioration of the replacing Parts and the problem areas. Please confirm the additional costs charged for any Parts replaced and other Repairs.
- The Repair Completion Date is difficult to specify because the Repair process may take longer, depending on the required work. Please allow extra days.
- In some cases, Repairs or Calibrations cannot proceed, as the accuracy and the safety of the Measuring Instrument not possible to secure for safe use. Hence your requests may not be meet. We would notify the cancellation of the procedures. Appreciate your understanding.
- Please note that repair uncertainty may increase for less reproducible problems, severe deterioration, or aging products.
- We do not accept any cancellation of the process once the Measuring Instruments arrive, and the work begin.
- We do not accept requests exceeding the product specifications, our set quality standards, or any other requests outside the basic processes.
- We are not responsible for any damage arising from malfunctioning, Repairs, or the Calibration of the product in the process, except as provided by the law of Japan.
- Please confirm the details for the Warranty coverage in advance for limited and specific repairs and Parts replacements before requesting Repairs.
- Parts removed from your Measuring Instrument for exchange with new Parts will not be returned to you.

#### **Notes When Sending the Measuring Instruments**

- Please send the Measuring Instrument and the Dedicated Adapter stored in the Dedicated Protective Case to minimize transportation damages. We will dispose of any boxes or containers, used for packing.
- The Sensors and Amplifiers must be sent together for the sensor-separated types as a set.
- Ensure to remove the force gauge or torque gauge from the stand, and send it without any attachments on the measuring shaft.
- When sending the Test-Stand, ensure all attachments, other Measuring Instruments, Jigs, and mounting plates dismounted.

#### **Additional Notes on Calibration Request**

- The Calibration quotations are for the Accuracy confirmation of the Measuring Instrument. Additional fee Invoiced for the adjustments if required. Our agent will notify you of further details for confirmation as needed.
- For **ISO17025 Calibration**, a procedure established and performed under the approved accredited methods.
- If you have any objections to the **ISO17025 Calibration** results or complaints about our performances, please inquire via our local agent in writing. We will investigate / review matters and, if deemed necessary, reply to you in writing.

#### **Shipping Cost**

- All shipping charges Invoiced to you, including the Quotation Fee, Export Packaging and Handling with the Shipping Collect.

*\*Please do not hesitate to contact the local IMADA Agent or us for any questions and concerns.*

## ISO17025 Calibration Request and Confirmation (Return Form)

ISO 17025 Accredited

Please fill in all required fields

Instrument Model		*Serial No.	* Not for New Instrument
Company Name			
**Contact Name		Department	
E-mail		Phone	
Address			
Shipping Address *Please <input checked="" type="checkbox"/>	[1] Same as above      [2] As below      *[3] Others: previously confirmed in writing *[3] Others: For all other specific requests, confirm details in advance via e-mail.		
Terms & Conditions *Please <input checked="" type="checkbox"/>	<input type="checkbox"/> I agree to the Terms and Conditions / Please read the "Important Notice" on the first page. **Your Name (Print): _____ Signature: _____ Date: _____		

## ISO17025 Calibration Request : Conducted in accordance with ISO/IEC17025 accredited calibration Method

Accuracy / Method	Requested Accuracy	Standard	Others Specify (Custom)	
		<input type="checkbox"/> Standard Reference (Product Specification Accuracy)	<input type="checkbox"/> Others Please Specify [      % F.S. ]	
	Calibration Points	Compression : <input type="checkbox"/> 5 (6) / <input type="checkbox"/> 10	<input type="checkbox"/> Others Please Specify [ (2)      points ] / [ (3) (4)      ] N	
		Tension : <input type="checkbox"/> 5 (6) / <input type="checkbox"/> 10	<input type="checkbox"/> Others Please Specify [ (2)      points ] / [ (3) (4)      ] N	
		Torque (5) : Left / Right Rotation [each] <input type="checkbox"/> 5 / <input type="checkbox"/> 10	<input type="checkbox"/> Others Please Specify [ (2)      points ] / [ (3) (4)      ] Nm/Ncm	
(1) For the Mechanical Force Gauges 30N/300N/3000N: The Standard Calibration = 6 points. Intervals 5/6/10 points equally distributed. (2) Please specify the Points required. Any additional calibration points requested will be fee-based. (3) Please specify the Force Value required (the number of points). Measurement Unit as per in-house standard. (4) Less than 10% of the maximum allowable force value of the instrument cannot be specified. NOTE: You will be contacted and notified in advance of issues or problems concerning your calibration requests that cannot be met. E.g., in the case of ZTS-500N, the minimum Force value to specify is 50N, and less than 49N cannot be specified. (5) Standard torque calibration is performed in both Right / Left Rotation Directions. 5 and 10 points are calibrated at equal intervals.				
Certificate	Calibration Certificate *Please <input checked="" type="checkbox"/>  *Official Co. details must be printed clearly.  *Any additional information to be stated.  (7), (8), (9)	Japanese	Co. Name	
			Co. Address	*(6) [      ]
		<input type="checkbox"/> English	Co. Name	
			Co. Address	*(6) [      ]
	Other Documents	<input type="checkbox"/> Traceability Chart <input type="checkbox"/> Working Standard Instrument Calibration Certificate <input type="checkbox"/> Calibration Certificate of Reference Standard Instrument (Japanese only) ** No reference standard in some cases.		
MISC	*Cautionary Notes in case of irregularities and adjustments For before/after repair and adjustment Calibration, the standard Calibrations performed, and certificates issued. One certificate will be issued for any optional Calibration requested. Please confirm any additional requests in advance with the local agent or us.			

## IMADA Japan in-house Confirmation: Change History / Notes

1						
2						
3						
Ref. No.	—	—	Approval	Service Dept.	Technical Dept.	

☐ Separate sheet attached

## Manufacturer Calibration Request and Confirmation (Return Form)

Please fill in all required fields

<b>Instrument Model</b>		<b>*Serial No.</b>	<b>* Not for New Instrument</b>
<b>Company Name</b>			
<b>**Contact Name</b>		<b>Department</b>	
<b>E-mail</b>		<b>Phone</b>	
<b>Address</b>			
<b>Shipping Address</b> <b>*Please <input checked="" type="checkbox"/></b>	<div style="display: flex; justify-content: space-between;"> <span>[1] Same as above</span> <span>[2] As below</span> <span>*[3] Others: previously confirmed in writing</span> </div>		
<b>Terms &amp; Conditions</b> <b>*Please <input checked="" type="checkbox"/></b>	<input type="checkbox"/> I agree to the Terms and Conditions / Please read the "Important Notice" on the first page. <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <span>**Your Name (Print):</span> <span>Signature:</span> <span>Date:</span> </div>		

### Service Information

Manufacturer Calibration Procedures as per Pre-shipment Accuracy Check Method				
<b>Accuracy / Method</b>	<b>Requested Accuracy</b>	Standard Reference Instrument (Product Specification Accuracy)		
	<b>Calibration Points</b>	Force Gauge / Amplifier	<input type="checkbox"/> Manufacturer Standard	Single Side: 10 Points
			<input type="checkbox"/> Others	Compression : <input type="checkbox"/> 5 (6) / <input type="checkbox"/> 10 / <input type="checkbox"/> Others [ (2) ] / [ (3) ] N
				Tension : <input type="checkbox"/> 5 (6) / <input type="checkbox"/> 10 / <input type="checkbox"/> Others [ (2) ] / [ (3) ] N
		Torque	<input type="checkbox"/> Manufacturer Standard	Right Rotation 5 Points / Left Rotation 5 Points
			<input type="checkbox"/> Others	Right Rotation : <input type="checkbox"/> 5 <input type="checkbox"/> 10 <input type="checkbox"/> Others [ (2) ] / [ (3) ]
				Left Rotation : <input type="checkbox"/> 5 <input type="checkbox"/> 10 <input type="checkbox"/> Others [ (2) ] / [ (3) ]
	(1) For the Mechanical Force Gauges 30N/300N/3000N: The Standard Calibration = 6 points. Specified points with 5/6/10 intervals equal. (2) Please specify the Points required. (3) Please specify the Force Value required (the number of points). Measurement Unit as per in-house standard.			
<b>Certificate</b>	<b>Certificate</b>	Inspection Certificate		
	<b>Additional Requests</b> <b>*Please <input checked="" type="checkbox"/></b>	<input type="checkbox"/> Calibration Certificate <input type="checkbox"/> Traceability Chart <input type="checkbox"/> Working Standard Instrument Calibration Certificate <input type="checkbox"/> Calibration Certificate of Reference Standard Instrument (Japanese only) ** No reference standard in some cases.		
		The Company Name on the Calibration Certificate: -		
<b>MISC</b>	<b>*Cautionary Notes in case of irregularities and adjustments</b> For before/after repair and adjustment Calibration, the standard Calibrations performed, and certificates issued. One certificate will be issued for any optional Calibration requested. Please confirm any additional requests in advance with the local agent or us.			

### IMADA Japan in-house Confirmation: Change History / Notes

1				
2				
3				
<b>Ref. No.</b>	— —	<b>Approval</b>	<b>Service Dept.</b>	

☐ Separate sheet attached