



EPA Calibration Service

Terms and Conditions

Effective from 3 May 2021

Calibration Service

The Environmental Protection Agency (EPA) Calibration Service provides an instrument calibration service for

- **Dose rate meters**, Which are used to measure radiation levels in a specific environment - they can measure both natural background radiation and man-made radiation
- **Surface contamination monitors**, which are typically used to detect radioactive spillage on work benches
- **Personal monitors and alarms**, which are used to measure the radiation dose received by an individual.

All EPA calibration services are accredited by the Irish National Accreditation Board to ISO 17025.

Responsibility for Calibration

The accurate monitoring and measurement of ionising radiation is central to ensuring that it is used safely and effectively. Instruments used for measuring and monitoring radiation should, therefore, be regularly calibrated.

In accordance with the Radiological Protection Act, 1991 (Ionising Radiation) Order, 2000 (Statutory Instrument No. 125 of 2000), radiation measuring instruments must be calibrated before their first use and annually thereafter to ensure they are in full working order.

Arranging the Calibration

It is essential that all instruments are booked in for calibration. Please contact the Calibration Service in advance to arrange a suitable date for calibration. This may be done by email (epacalibration@epa.ie), telephone (01 2680100) or through the contact form on the EPA website (<http://www.epa.ie/about/contactus/>).

Instruments that are sent to the Calibration Service without a pre-arranged calibration date will only be calibrated after all instruments that have been booked in have been calibrated.

Calibration Application Form

Download the application form from the [EPA website](#) and send it with the instrument for calibration. If more than one instrument is being sent please complete one application form for each instrument.

Collection and Delivery

Transportation of instruments to the EPA is the responsibility of the customer. The return of the calibrated instruments to customers is organised by the EPA. As a consequence, the courier fee for the return of the instruments will be always included in the calibration quotes and therefore needs to be included in the Purchase Orders.

Instruments should always be suitably packaged in a strong box with bubble wrap or polystyrene chips with the words FRAGILE ELECTRONIC INSTRUMENT, or similar, prominently displayed on the packaging. Ensure all the parts, such as probes, cables etc are included. Please do not send any radioactive check sources you may use with the instrument.

Instruments should be switched off during transportation. Charged batteries and/or power supplies should be provided by the customer. Suspected faults must be reported to the Calibration Service in advance of testing.

Once packaged, send the instrument by courier, post or alternatively deliver the instruments by hand to:

Calibration Service
Environmental Protection Agency
McCumiskey House, Richview
Clonskeagh
Dublin 14

Please schedule a date with the Calibration Service before dispatching any instruments.

Turnaround Time

The turnaround time for instrument calibration depends on the level of demand for the service. When scheduling a date for calibration please enquire about the expected turnaround time.

Every effort will be made to accommodate requests for calibration to be carried out by a specified date. However this must be arranged with the Calibration Service technician at the time that the instrument is booked in for calibration.

Customers will be contacted by telephone or email when instruments are available for collection.

Calibration Certificate

A standard calibration certificate is returned along with the calibrated instrument. Requests by customers to include additional information on the calibration certificate will be accommodated only where possible within the standard structure of the certificate.

Payment

A current price list is available on the EPA website (www.epa.ie/radiation) and directly from the Calibration Service. This price list is subject to annual review. The cost of calibration should be clarified before sending the instrument to the Calibration Service.

An invoice will be raised upon completion of the calibration. However, it is essential that a purchase order in pdf is provided for invoicing. Payment can also be made by credit card, cheque, postal order or EFT at the time of application. Payment details must be included on the calibration application form.

Invoices are due for payment within 30 days or the payment period stated on the invoice if this is greater.

Calibration certificates will not be issued if a purchase order number or alternative payment details have not been provided.

Instruments that Fail Calibration

Instruments that fail calibration because they do not respond to radiation will not be charged and a calibration certificate will not be issued.

EPA does not carry out repairs to instruments that fail calibration.

Complaints

Any complaints regarding the service may be submitted to the

Manager of the Calibration Service
Environmental Protection Agency
McCumiskey House, Richview
Clonskeagh
Dublin 14

All complaints will be dealt with promptly in accordance with the Quality System.