



EPA Calibration Service

Terms and Conditions

Effective from 1 January 2024

Calibration Service

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

- **Dose rate meters**, which are used to measure ionising radiation 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 17025:2017.

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) Regulations 2019 (Statutory Instrument No. 30 of 2019), radiation measuring instruments must be calibrated before their first use and annually thereafter using sources or equipment traceable to appropriate national standards.

Arranging the Calibration

It is essential that all instruments are booked in for calibration, using the [online booking system](#). Each instrument requires a separate booking.

Bookings are organised on a weekly basis. This is the week in which the instrument can be accepted by the Service for calibration. However, the instrument may not be calibrated during this week. See later for further information on turnaround times.

Once the [online application form](#) is complete, please print a copy of the application form and enclose it in the box with the instrument being sent for calibration. If more than one instrument is being calibrated, an application form must be completed for each instrument.

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

Collection and Delivery

Transportation of instruments to and from the EPA is the responsibility of the customer.

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 calibration.

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
D14 YR62

Further information on the location and opening times of the office can be found on the [EPA's website](#).

Turnaround Time

The turnaround time for instrument calibration depends on the level of demand for the service. We endeavour to have instruments calibrated within 15 – 20 working days.

Customers will be contacted by email when instruments are available for collection. Instruments must be collected within 5 working days.

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](#) and directly from the Calibration Service. This price list is subject to annual review.

An invoice will be raised upon completion of the calibration. Payment can be made by purchase order or credit card.

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 cannot be calibrated 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
D14 YR62

Alternatively, you can email epacalibration@epa.ie All complaints will be dealt with promptly in accordance with the Quality System.

Liability

EPA shall not be liable to the customer, whether in contract, tort (including negligence), breach of statutory duty or otherwise, arising under or in connection with this agreement for loss of profits, loss of sales or business, loss of agreements or contracts, loss of anticipated savings, loss of or damage to goodwill or any indirect, special or consequential loss.

EPA excludes all liability for any damage to, or loss of, instruments or other property in transit or delivery from or to the customer.

The EPA's total liability, and subject always to the exclusions of liability referred to above, to the customer whether in contract, tort (including negligence), for breach of statutory duty or otherwise, arising under or in connection with this agreement shall be limited to the amount paid by the customer to the EPA for the order the subject of the claim in question.

The terms implied by the Sale of Good and Supply of Services Act 1980 are, to the fullest extent permitted by law, excluded from this agreement.

Further Information

For further information or advice, please contact the EPA's Calibration Service using the following email address epacalibration@epa.ie.