

## Overview

This form identifies the policies and requirements of Keysight on-site calibrations from our Iowa calibration labs. An on-site calibration is set up for calibration services to be performed at the customer's location, for an agreed-upon equipment list, in a given time frame between the Keysight location and the customer. As part of the on-site preparation, Keysight labs of Iowa require that our customers return a signed version of the last section of this form.

## Calibration List

A calibration/equipment list must be provided for all equipment to be calibrated on-site. This list must include the following information for each piece of equipment:

- Manufacturer
- Model number
- Serial number
- Asset number (if this is to be listed on the certificate)
- Requested calibration standard or method
- Preferred calibration interval
- Modules in the equipment (if applicable)
- Physical location of equipment (if there are different locations)
- Any special requests

This list is to be supplied to Keysight as part of the quoting process.

### Additional Equipment

Any additional/unscheduled equipment for which calibration is requested requires approval from Keysight. Such requests for additional/unscheduled equipment must be made to the quoting personnel, laboratory management, or corporate management. Additional items will require an additional or amended purchase order.

## On-Site Cost

Each on-site is quoted with one total cost amount. This cost includes calibration cost, on-site fee, travel cost, and the cost for shipping/transporting equipment. If a down payment will be required, this will be defined in the quote.

### Discounts

Calibration contract discounts are applicable to on-site calibrations.

## Inoperable/Uncalibrated Equipment

When items that were on the agreed upon/quoted calibration list are not calibrated because they cannot be located or they are inoperable or otherwise unavailable during the on-site, a \$50.00 per item Processing & Preparation Fee will apply. Please make every effort to inform the relevant Keysight lab prior to the beginning of the on-site if a piece of equipment will not be available for calibration during the on-site time frame.

Equipment that is found to be out of specification or partially operable will be subject to full calibration charges, unless previously agreed upon by Keysight and the customer.

## Personnel

In the interest of maintaining appropriate quality control, Keysight's Iowa labs have decided that there will be a minimum of 2 employees at every on-site. Travel expenses are covered in the original quotation for both of these employees and any other calibration specialists that may be necessary for efficient calibration. The customer is not responsible for additional non-calibration personnel, such as Keysight auditors or observers.

## Shipping

The customer is required to pay for the shipping of Keysight equipment to and from the customer's facility. This is included in the quoted price. The customer may also be given the option to use their own shipping account to receive/ship Keysight's test equipment.

When Keysight equipment is to be shipped by a commercial carrier, it must be shipped the day following calibration completion. Equipment not shipped in the required timeframe will accrue a \$1,000 per business day fee. This charge will be assessed on the final invoice.

Keysight will provide return shipping labels or return shipping online label links for the return of equipment unless the customer's shipping account is used. The equipment must be packaged in the same fashion that it arrived in; for example, if the equipment arrived on a pallet, strapped and wrapped in plastic, it must be returned on a pallet, strapped and wrapped in plastic. There will often be more than one container of equipment and all Keysight equipment must be shipped together. Keysight personnel are responsible for loading and securing the equipment into the rigid plastic cases.

The equipment will be shipped next day or 2nd day, with insurance, usually FedEx or UPS. Other carriers may be used at Keysight's sole discretion.

Some on-site locations may not have shipping costs associated with them. For example, if the on-site location is close enough for the calibration specialists to drive, there may not be any shipping charges.

## Cancellation or Date Transfer

If the on-site is cancelled or postponed by the customer once it has been confirmed, the customer will be charged \$500.00 in addition to all travel charges incurred due to cancellation or rescheduling. If the cancellation or rescheduling is done by Keysight, the customer will not be responsible for the charges incurred.

## Point of Contact

The customer shall provide 2 main points of contact for on-site services. Contact information for both the primary point of contact and the secondary point of contact shall be provided three business days before the on-site is to commence. The designated personnel should be responsible for receiving updates from Keysight's calibration specialists, signing off on acceptance of calibration work, organizing logistics at customer location, and conveying requests or concerns for the customer. Two points of contact serves to prevent delays in waiting for just one, and reduces confusion in communication channels between multiple people.

## Working Space/Environment

It is expected that the calibration specialists be provided with a room to perform the calibrations. This room should have a consistent temperature and humidity suitable to the instruments under test. The calibration specialists should have access to a nearby restroom. There must also be internet access at the site.

The calibration specialists shall have ready access to a customer representative at all times. This person does not need to be the main point of contact. The intent of this is that Keysight personnel should have some customer representative available should a need arise, such as a safety or health issue or even the need for an additional piece of equipment.

It is also expected that calibration specialists be able to perform their work uninhibited by the customer. The customer is entitled to regular status reports (2-3 times per day), but shall not put undue pressure on the calibration specialists or undue time restraints.

For large equipment sets, it is expected that the items to be calibrated be brought to the calibration specialists, and that the number of physical sites that the calibration specialists be required to travel to be held to an absolute minimum.

Each on-site technician will require an unobstructed area measuring roughly 12ft by 12ft. It is beneficial if there are multiple circuit breakers in the immediate work area to power test equipment as well as customer's equipment. If any customer's equipment has special requirements for operation, such as compressed air power or power other than 120V 60Hz, it is preferred that these special requirements be met in the supplied work area. If an "ESD Safe" work area can be supplied, it is preferred.

## Equipment Staging

Separate designated areas for "Incoming" and "Outgoing" equipment near the supplied work area are necessary to efficiency and organization. It is best if a designated customer representative checks and removes equipment from the "Outgoing" area several times a day so customer's equipment can be returned to locations and duties as quickly as possible.

## Gifts

No gifts or gratuities will be accepted by Keysight personnel. It is acceptable for the customer to purchase a meal for Keysight personnel, but this is in no way required, expected, or assumed.

## Purchase Order

Keysight requires that a hard copy purchase order be received by the Keysight lab before the calibration specialists begin their travel. If the purchase order is not at the Keysight lab by the time that the travel is expected to begin, then the customer may be subject to the stipulations expressed regarding cancellation or postponement of on-site, and the customer is responsible for the expenses incurred.

## Invoicing

Invoicing will not take place until the certificates have been completed. The invoiced amount will be that which was quoted. The only exceptions listed above are due to untimely return shipment of Keysight items and additional unscheduled equipment.

## On-Site Agreement Form

*Please fill out the information below. Return a signed and dated copy of this page to the relevant Keysight location along with the list of items to be calibrated. By signing this form, you agree to Keysight's On-Site Policies & Requirements. Requested deviations from these policies and requirements must have the written approval of Keysight management.*

Company Name:

Company Address (Street, City, State, Zip):

Customer Representative Name:

Email:

Phone Number:

Fax Number:

### Building Access

*Contractor Access Badges are preferred for our technicians to enter the building and supplied work area. If contractor badges or direct access is not available, please indicate the method of work area access:*

### Building Hours:

*What hours are available for on-site calibration technicians to work at your facility?*

### Personal Protection (PPE) Requirements

*Please indicate PPE, if any, required by our technicians to access the supplied work area. (Examples: safety toed shoes, eye protection, ear protection, etc.):*

### Safety Training Requirement/Materials

*Are there any required Safety Training materials/videos that on-site technicians must review before on-site work may commence? If so, how much time shall be allocated for this?*

### Is Wi-Fi Internet access available in the supplied work area?

*If Internet access is available, please have guest logins available upon arrival of the on-site personnel.*

Yes, Internet Access Available

No Internet Access

### Help Us Help You!

The standard racks of calibration equipment that we transport to your facility are 6 feet tall, 3 feet wide, 4 feet deep and weigh up to 750 pounds. These racks will all fit through a standard doorway. The usual method of transport is by truck and trailer with a ramp that unloads at ground level. To help us prepare, please send us pictures of the following areas at your facility so we can efficiently transport our equipment to and from our truck to the supplied work area: loading/unloading area, work area, building entrance for our personnel, and any other pictures that you might find helpful.

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Customer Representative Signature

Date