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**Premise:**

- Components weighing up to 3 kg and dimensions 500x500x500 mm can be accepted by the laboratory.
- Minimum quantity of component to be sent: the components must be enough to reach a wet surface of at least 200 cm<sup>2</sup> (this minimum surface is not binding in case of internal rinsing).
- If the component is being shipped for the first time, two batches of components should be submitted.
- The samples to be analyzed are admitted to the laboratory packed in polyethylene bags, clean and new.
- The laboratory informs that it does not carry out the disassembly, so it asks that the component is delivered disassembled and ready to be analyzed;
- The laboratory informs that it does not perform demagnetization;
- The laboratory repeats the cleaning tests under the following conditions: the number of components sent it is sufficient to repeat the tests or the customer provides with a second shipment to send the missing components to reach the minimum quantity (see point 2 of the premises). Please remember that a new offer will be sent.

**Component handling:**

- use clean gloves;
- pack in clean and new packages, with hermetic seal, made up of materials that do not bring particles (metal, fibers or other) on the components (ref. ISO 16232:2018 par. 11.2.2);
- The test lot must be packed individually. (ref. ISO 16232:2018 par. 11.2.3).

With reference to the **transport** of the component to be analyzed, it is recommended that:

- The transport takes place through the shortest route and in the shortest possible time;
- The transport takes place subjecting the components to minimum vibrations;
- The samples are protected inside the packaging from any damage;
- Where applicable, they are protected from humidity and temperature variations.

**Inability to issue the test report:**

If the components arrive at the laboratory under the following conditions:


absence or damaged internal packaging, unsuitable packaging material, humidity, corrosion, damaged components, visible foreign contamination, presence of wood chips, the laboratory will not be able to proceed with the analysis and it will inform the customer of the impossibility of issuing the report test.

If the Customer requests the test of the object despite its conditions being partially or totally unsuitable, the laboratory will issue a disclaimer on the Test Report; the declaration will report: the results that may have been influenced, the deviations from normal functionality detected by the laboratory, and the certification by the laboratory of non-responsibility.

**The customer is asked to provide the laboratory with the following information:**

- Indicate the construction material of the component and the material of its coating;
- Indicate if the component is contaminated with fats or oils;
- Indicate the surface for each piece;

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- If present an extraction method already validated must be communicated to the laboratory;
- To send the laboratory any additional information deemed necessary for the execution of the cleaning test, or requested in detail by the laboratory, or the compilation of the Check-list document sent by the laboratory.

#### **Retention times of the tested object and of the records of the tests carried out:**

If you wish to return the component on which the test has been carried out, notify the laboratory to agree on how to return the components; the courier who will carry out the transport must be appointed by the customer.

If the laboratory does not receive this request, the samples will be disposed according to the waste regulations and the rules of the municipality of Stezzano (BG), charging the costs of disposal and waste management. It required to provide the laboratory the technical datasheets and all useful information for classifying the waste.

The residual components, on which the test has not been carried out, are kept for one month from the date of issue of the test report.

The records relating to the test activity will be kept by the laboratory for a minimum of four years; if the customer wishes the laboratory to keep these records for a period longer than 4 years, this must be communicated in writing.

The filters used for carrying out the tests will be disposed, according to the rules of the municipality of Stezzano, immediately after the issue of the Test Report unless otherwise agreed between the customer and the laboratory.

#### **Methods of performing services outside of accreditation:**

Services outside the accreditation involve the issuance of RdP without the Accredia brand, in such situation Test Reports are not covered by accreditation and consequently are not covered by EA MLA and may not be provided by the customer to third parties. The management of services outside of the accreditation is carried out in accordance with the ISO 9001 standard.