

Revision 1

Terms and Conditions for the Calibration Services provided by the Secondary Standards Dosimetry Laboratory of the Federal Authority for Nuclear Regulation

1- Introduction

This document details the Terms and Conditions of FANR SSDL for the calibration services provided to the customers. The calibration services are ISO 17025 accredited.

It is available on the SSDL Portal, when the customer sends his calibration request.

The Customer accepts FANR SSDL's Terms and Conditions when ticking the box "I have read and agree to the Terms and Conditions of the services" on the portal before sending the calibration request.

2- Registration on the SSDL Portal

Before sending any request, the customer needs to create a profile on the SSDL Portal and communicate the following information:

- Company Details (name, department name and physical address);
- Contact Details (name, email, office number and mobile number).

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The Customer shall be an official private, semi-public or public entity, and the contact person shall be employed by this same entity.

3- Calibration Requests

The customer must be the owner of the equipment he sends to FANR SSDL for calibration.

FANR SSDL establishes the calibration certificate under the name of the company (requisitioner) and of the contact person, not of a third party.

The customer fills the calibration request on the SSDL Portal, as per the User Manual available on the website of FANR. He is responsible for providing accurate and complete information to FANR SSDL. If this is not the case, FANR SSDL sends the request back to the customer for correction, or cancels it if it is not in the scope of accreditation.

If the Customer does not return the corrected calibration request, then it is automatically cancelled 15 days after FANR SSDL has returned the request, and the customer receives a notification accordingly.



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For each equipment, the customer shall provide technical documentation, such as the user manual or technical data sheet.

The customer shall make sure the requested calibration is consistent with the capacity of the equipment, in terms of radiation quality and calibration range. If needed – for example when FANR SSDL has already received the equipment, FANR SSDL can change the radiation quality and the calibration range. The customer will be informed through SSDL Portal to take his acknowledge.

4- Shipment of the Customer's equipment to and from FANR SSDL

The customer has the possibility to hand over the equipment at the date chosen in the calibration request, and then to pick it up after being notified calibration is completed, in FANR SSDL Building.

He may also choose to send the equipment by express mail to FANR SSDL and request it to be returned in the same way. In this case, the customer covers all the expenses related to shipping (packaging, courier fees, insurance, etc).

It is the customer's responsibility to pack his equipment properly, to avoid any damage during shipment, and send it to the correct address. Moreover, FANR SSDL will not be responsible for any loss or damage on the equipment shipped by the express mail courier.

The Customer shall arrange the shipment of his equipment for calibration, to make sure FANR SSDL receives it on the day chosen in the calibration request. In case of delay or cancellation, FANR SSDL will return the request for correction, for the customer to choose a new date and he need to pay administration fees.

The Customer shall arrange the shipment of his calibrated equipment no longer than 10 working days after being notified calibration has been completed. Otherwise, the Customer shall pay the fees as per the Cabinet Resolution No (104) of 2021 Concerning the Fees for the Calibration Services provided by the Secondary Standards Dosimetry Laboratory of the Federal Authority for Nuclear Regulation shown in Annex 1.

5- Inspection of the Customer's equipment by FANR SSDL before calibration

When receiving the equipment from the customer, FANR SSDL will systematically check it to see if it is fit for Calibration. Such checks include ensuring that the equipment:

- Is clean.
- Works properly [FANR SSDL will not repair any equipment].
- Is not contaminated with radionuclides.
- Has sufficiently charged batteries [The Authority's Secondary Standards Dosimetry Laboratory will not hold the responsibility for damaging the instrument while changing or charging any battery as per the customer request].
- The equipment information is consistent with the request

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- At least four background dosimeters for each type are provided for dosimeter request [The customer has to provide at least 4 background dosimeter for Hp(10) and 4 background dosimeter for Hp(0.07)]

If the equipment does not pass the checks, then the customer shall pay fees as per the Cabinet Resolution No (104) of 2021 Concerning the Fees for the Calibration Services provided by the Secondary Standards Dosimetry Laboratory of the Federal Authority for Nuclear Regulation shown in Annex 1.

Annex 1:

Schedule Attached to Cabinet Resolution No. (104) of 2021 on the Fees of Calibration Services Provided by the Secondary Standards Dosimetry Laboratory of the Federal Authority for Nuclear Regulation

First: Fees for Calibration and Irradiation Services

	Service Description	Instrument Type	Field	Fee (AED)
1	Calibration using Caesium 137	Survey Meter – Dose Rate	Radiation Protection	1,500
2	Calibration using Caesium 137	Additional Survey Meter – Dose Rate	Radiation Protection	750
3	Calibration using Caesium 137	Ion Chambers – Dose Rate	Radiation Protection	1,200
4	Irradiation using Caesium 137	Passive dosimeters (up to 5 batches of four dosimeters) – Dose	Radiation Protection	1,500
5	Calibration using X-Ray – N-Series	Survey Meter – Dose Rate	Radiation Protection	1,500
6	Calibration using X-Ray – N-Series	Additional Survey Meter* – Dose Rate	Radiation Protection	750
7	Calibration using X-Ray – N-Series	Ion Chambers – Dose Rate	Radiation Protection	1,200
8	Calibration using X-Ray – N-Series	Irradiation of a set of passive dosimeters (up to 5 batches of four dosimeters) – Dose	Radiation Protection	1,500
9	Calibration using X-Ray – RQA	Ion Chambers – Dose Rate	Diagnostic Radiology	1,200
10	Calibration using X-Ray – RQR	Ion Chambers – Dose Rate	Diagnostic Radiology	1,200

Second: Fees for Administrative Services

#	Service Description	Fee (AED)
1	Amendment of an existing Calibration request upon the customer's request (before conducting the Calibration).	100
2	Cancellation by the customer of the Calibration request (before conducting the Calibration).	100

Third: Fees for Additional Services

#	Service description	Fee (AED)
1	Mandatory cleaning in cases where the instrument is dirty (dust, grease layer, or any type of dirt that prevents moving the instrument to the calibration room)	250
2	Technical verification confirming that the instrument is defective	200
3	Technical verification confirming that the instrument is contaminated with radionuclides	3,000
4	Technical verification confirming that the batteries are insufficiently charged	200
5	Storage for more than ten (10) working days after calibration, or for more than three (3) days in case of contamination with radionuclides	50 per day