+ Tutorial
How to correctly fill in the Digital Calibration Request (DCR)

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The Digital Calibration Request (DCR) is an [online form](#) designed to collect the mandatory requirements for the accredited calibration process. Administrative information is also provided so that the calibration order can be clearly and unambiguously assigned to the customer.

Document digitization is essential to meet the requirements of standard DIN EN ISO/IEC 17025, particularly those relating to data integrity, electronic records and standardized processes. It also reduces manual work and allows laboratories to focus on core operations, contributing to the efficiency and quality of the calibration service.

The end customer is the only one responsible for this document. Therefore, if the document is completed by a third party, the end customer must ensure that all the information entered is correct.

All fields marked with * are mandatory.

Step 1

+ Accredited calibration service according to EN ISO/IEC 17025

[1] ——— [2] ——— [3]

Digital Calibration Request

Please note that work on the device sent in will begin as soon as all three steps have been completed and the form has been submitted by clicking on the 'Submit form' button. Fields marked with an asterisk (*) must be completed.

The information provided in the digital calibration request is binding. Please note that subsequent changes are not possible.

> Enter here your order number and E+E offer to which your order refers.

Your reference

Order number *	Offer number
e.g. 1234	e.g. 1234

> The end customer's details must be entered in this space. These details will appear on calibration certificate.

Client / Customer

This address is on the certificate.

Company *	Country *
e.g. John Doe Ltd	-

Address *	Address addition
e.g. Main Street 7	e.g. 123

Place / Location / City *	Zip Code *
e.g. Vienna, Berlin	e.g. 1010

> Name and email address of person to which the digital calibration certificate will be sent.
> Important note: the digital calibration certificate **will be sent exclusively to this email address. Please ensure that the email address is correct.**

Name *	E-Mail address of technical contact and delivery of the certificate *
e.g. John Doe	e.g. john.doe@domain.com

Phone	
e.g. 00430660 1234567	

> Options to be completed only if the customer authorizes another person to be contacted for technical clarifications and if billing/shipping must be made to someone other than the customer (e.g. the dealer or company responsible for order processing).

🔘 Add Contact person, if different from client

By providing the details of an additional contact person, the accredited calibration laboratory (AA0608) and the designated institute (BEV/E+E) are authorised to clarify technical matters with this contact person and to send measurement results to this person.

🔘 Add Billing address, if different from client

🔘 Add Delivery address, if different from client

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Step 1

Authorised contact person nominated by the customer, who can be contacted by the Accredited Calibration Laboratory AA0608 or the designated institute BEV/E+E to clarify technical and administrative issues relating to the calibration of the instrument.

Important note:
The digital calibration certificate **is not sent to this person**. Due to the high level of confidentiality and privacy of the data contained in the calibration certificate, standard ISO/IEC 17025 prohibits sending the certificate to anyone other than the customer.

🔘 Add Contact person, if different from client

By providing the details of an additional contact person, the accredited calibration laboratory (AA0608) and the designated institute (BEV/E+E) are authorised to clarify technical matters with this contact person and to send measurement results to this person.

Contact person

Name *	E-Mail address *
e.g. John Doe	e.g. john.doe@domain.com

Country *	Place / Location / City *
-	e.g. Vienna, Berlin

ZIP code *	Address *	Address addition
e.g. 1010	e.g. Main Street 7	e.g. 123

Phone
e.g. 00430660 1234567

Fill in all fields if the billing address is different from the customer's address.

🔘 Add Billing address, if different from client

Billing address

Company *	Country *
e.g. John Doe Ltd	-

Place / Location / City *	ZIP code *
e.g. Vienna, Berlin	e.g. 1010

Address *	Address addition
e.g. Main Street 7	e.g. 123

E-Mail address
e.g. john.doe@domain.com

Fill in all fields if the shipping address is different from the customer's address.

🔘 Add Delivery address, if different from client

Delivery address

Company *	Country *
e.g. John Doe Ltd	-

Place / Location / City *	ZIP code *
e.g. Vienna, Berlin	e.g. 1010

Address *	Address addition
e.g. Main Street 7	e.g. 123

Name
e.g. John Doe

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Step 2

✓ ——————— [2] ——————— [3]

Clarification of technical details about the calibration item

Please note that work on the device sent in will begin as soon as all three steps have been completed and the form has been submitted by clicking on the 'Submit form' button. Fields marked with an asterisk (*) must be completed.

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Calibration item

Item name / producer name *	Serial number
e.g. HTS801, multiple entries per quantity possible	e.g. 12345

For E+E devices: indicate the model and, if possible, the serial number. For non-E+E devices: indicate the model and manufacturer name.

Type of calibration *
- ○ Accredited Traceable Certificate according to EN ISO/IEC 17025
- ● Highest level traceable certificate as NMI/DI [1] – additional charge 20 %

[1] Only for air velocity, CO_2 concentration, dew point and humidity

Specify the type of calibration required. In the case of NMI/DI calibration, the price will be increased by 20%.
For further details, please refer to the Accredited Calibration Service Brochure.

Which interface should be calibrated? *
- ● Analog ○ Digital ○ Display ○ Others

Indicate which interface should be used to acquire data during the calibration process.

Adjustment required? (additional charge) *
- ● Yes ○ No

Tolerance limits for the adjustment *

e.g. ±1%

Measurement uncertainties are not considered when checking the tolerance limits.

Indicate whether the instrument needs to be adjusted if the measurements exceed the limits specified below (tolerance limits). This option involves an additional cost. The adjustment will be carried out by bringing the measurements back within the specified tolerance limits).

The measurement uncertainties of the accredited laboratory are not considered when verifying the tolerance limits set by customer.

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Step 2

Indicate if an <u>ILAC-G8 conformity statement</u> is required (option that incurs an additional cost).
If yes, indicate the specifications (tolerance) to be considered for the conformity statement.

Conformity statement required? (additional charge) *

● Yes ○ No

Conformity statement is performed according to the Guideline ILAC-G8.

Specifications for the conformity statement *

Indicate if it should be considered a guard band for your conformity statement.

The use of a guard band is a method that restricts the acceptance limits (set by the customer, the specifications in the field above) to consider measurement uncertainty.
Typically, the guard band is the extended measurement uncertainty of the calibration procedure performed in the laboratory.

Example: if the specification for the conformity statement is ±2 and the extended measurement uncertainty is ±0.4, the guard band narrows the customer acceptance limits to ±1.6.

Consideration of a guard band? *

● Yes ○ No

As guard band, the expanded measurement uncertainty is used. If no guard band shall be considered, a binary conformity statement is made. If a guard band shall be considered, a non-binary conformity statement is made.

Please indicate any additional notes in this space that may be useful to the laboratory in processing your calibration order.

Special comments on your order

Message

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Step 3

Accredited calibration service according to EN ISO/IEC 17025

✓ ———————— ✓ ———————— 3

For safety reasons and to protect laboratory technicians, it is mandatory to know whether the device to be calibrated has encounter harmful and dangerous substances. If so, please provide as many details as possible.

By accepting the mandatory clause, the customer declares that they have completed the declaration of safety truthfully and assume responsibility for the information provided.

If enabled, this option allows the customer (and, if authorized, the contact person) to receive confirmation via email that the DCR form has been sent.

The confirmation email contains a summary of the data sent and a link to the DCR form filled in with the current data. By using this link, you will not need to re-enter all the data for future orders.

With this mandatory clause, the customer bindingly accepts the calibration service offered by E+E Elektronik.

Declaration of Safety

Please note that work on the device sent in will begin as soon as all three steps have been completed and the form has been submitted by clicking on the 'Submit form' button. Fields marked with an asterisk (*) must be completed.

The information provided in the digital calibration request is binding. Please note that subsequent changes are not possible.

Substances with which the calibration item came into contact

Substance *

Characteristic *

Inflammable Toxic Corrosive Harmful Safe Others¹

¹ Explosive, oxidizing, hazardous to the environment, biohazardous, radioactive

Add new substance

Necessary protective measures for E+E employees *

e.g. none

Declaration

☐ We hereby confirm to have filled in completely and truthfully the declaration of safety on hand. The returned parts are free of any residues in dangerous amounts. The shipment meets current legal requirements. We will bear any costs which might arise caused by any carelessness from our side. *

☐ I would like to receive a copy of the form by E-Mail together with a link to the prefilled form. The link can be stored and used for a later recalibration.

Assignment

☐ I hereby agree to the binding commissioning of the calibration service by E+E Elektronik. *

← previous   Submit Form