

## How to obtain a certificate

Version 1.0, 18.08.2021

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### Which order form is the correct one?

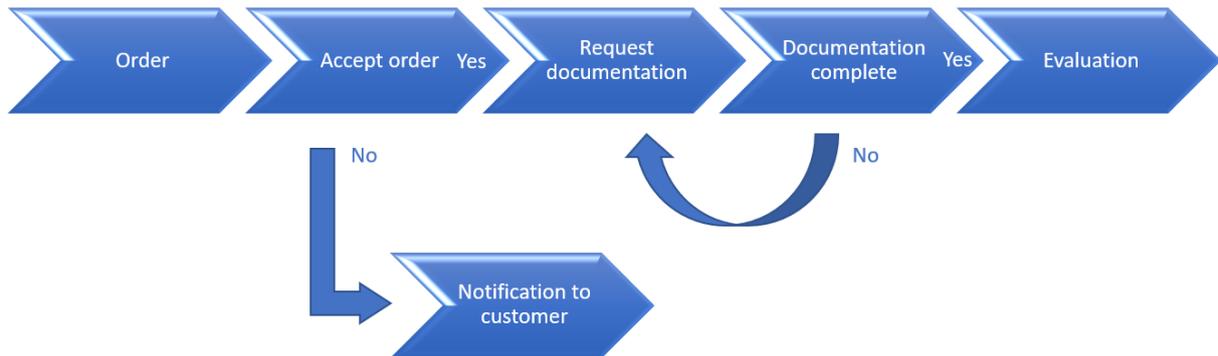
The most recent version of the order form can be found [here](#). Please make sure you are using the current version loaded from the PTB website. Please do not locally store the order form for later use. Using older forms may lead to delays and inconveniences.

### How does an evaluation proceed?

An evaluation procedure consists of several phases.

Order phase: We are checking your order for formal correctness and conformity to our list of services.

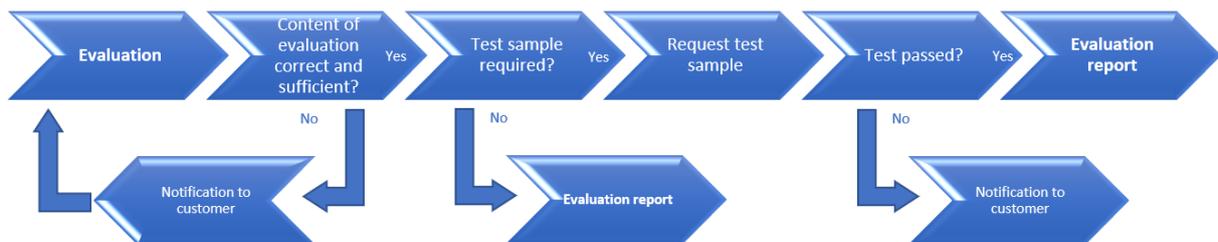
Documentation phase: You will receive a message about what documents are needed for handling the order. In case of need, a kick-off meeting may be arranged in this phase in order to clarify all unaddressed questions either on the premises of PTB or via video conference. Please, send the complete set of documents to [waagen-doku@ptb.de](mailto:waagen-doku@ptb.de).



**Evaluation phase:** As soon as your complete technical documents are available at PTB, the evaluation phase starts. A member of the evaluation team checks the contents of your documents for conformity with the requirements of the Directives to be applied. With initial type examination certificates or with modifications of the type which influence the metrological properties, the evaluation staff member determines a test pattern and a test program. The chronological sequence of the tests will be coordinated with the customer. The tests will be performed by a test laboratory of PTB or, under certain provisions, may be performed by the customer himself. After having finished the tests, the evaluation staff member will assess the test results.

The initial evaluation is intended to be finished within 3 months. After completion of the evaluation, you will receive a report which contains the result of the evaluation and all items still to be clarified.

**Attention: This report is not the final certificate!** In case the result of the evaluation is positive, the procedure steps to the next phase. If the result is negative, you may now rework your test pattern or revise your documents. After having received your revised documents, we will start the second evaluation which supposed to be finished within 8 weeks. The process is being repeated as long as there are still unclarified items.



**Certification phase:** After the evaluation phase a draft of the certificate will be sent to you. You may scrutinize the draft and send us your comments. If you accept the draft, the evaluation staff member will finalize the certificate. The complete certificate will be sent to you by mail within the following days.



Example of evaluation procedures:

<b>Case No. 1 (optimum)</b>		
<b>Reception of order</b>	2 weeks	Complete set of documents, no further need for clarification with the customer
<b>Evaluation</b>	10 weeks	Time for evaluation is counted from date of entry of order; no test pattern is necessary, technical documents submitted do not need revision
<b>Certification</b>	2 weeks	
<b>Total time</b>	maximum of 14 weeks	

<b>Cas No. 2 (Kick-off)</b>		
<b>Reception of order</b>	2 weeks	Discussing order with the client, kick-off meeting
<b>Kick-Off</b>	2 weeks	Date for kick-off within 2 weeks
<b>Submitting missing documents</b>	4 weeks	Time the client needs to compile the complete documents
<b>Evaluation</b>	12 weeks	Time for evaluation is counted from date of arrival of all technical documents, a revision of the technical documents submitted is not necessary
<b>Certification</b>	2 weeks	
<b>Total time</b>	Maximum of 22 weeks	

<b>Case No. 3 (test pattern)</b>		
<b>Reception of order</b>	2 weeks	Discussing order with the client, kick-off meeting, compilation of documents complete, selection of test pattern
<b>Kick-off</b>	2 weeks	Date for kick-off e.g. after 2 weeks
<b>Evaluation</b>	12 weeks	Parallel testing of the pattern
<b>Certification</b>	2 weeks	
<b>Total time</b>	18 weeks	

### When may I obtain my certificate?

Phase	Prospected time
<b>Order phase</b>	2 weeks
<b>Documentation phase</b>	Depending on customer*
<b>1st evaluation phase</b>	Up to 3 months
<b>Any further evaluation phase</b>	Up to 8 weeks
<b>Certification phase</b>	2 weeks

\*The length of the documentation phase depends on how fast the customer submits the complete compilation of the technical documents.

The length of the certification phase depends on the complexity of the order and on the extent of your feedbacks.

Depending on the order situation at PTB, the workload of the member of evaluation staff and extent of the order the evaluation may take less time than given above.

### PTB has promised me a time of 3 months of processing, so why do I not have my certificate yet?

A finalized evaluation within the prospective 3 months does not mean that the certificate will have been finished by then! (see "How does an evaluation proceed?")

### Who is my contact person?

Address general inquiries to [waagen@ptb.de](mailto:waagen@ptb.de).

Concerning initial orders for conformity assessments, address to [waagen@ptb.de](mailto:waagen@ptb.de) as well.

A confirmation of acceptance of your order will be sent to you within two weeks.

In case you do not have a confirmation of order yet, you may get information on the current status from [waagen@ptb.de](mailto:waagen@ptb.de).

With regard to questions on the documents to be submitted, please address all your correspondence to [waagen-doku@ptb.de](mailto:waagen-doku@ptb.de).

As soon as we will have received all necessary documents, a member of the evaluation staff will be assigned to you who is your primary contact person available.

### What does it cost?

The cost depends on the time need for processing the order. The corresponding price list you can find [here](#). The hourly wage rate of department 1.12 weighing instruments you will find under "subject areas in metrology", item 6 "mass and derived quantities".

### My measuring instrument is already being evaluated but I would like to modify the type described. Is that possible?

Please, address to the member of the evaluation team responsible for your order.

Please, do be aware that due to the possible additional work and expense (additional tests might be necessary) we generally estimate an evaluation time of three months after having received the additional or revised documents.

### May I simultaneously order several modification notices to the same certificate?

No, unfortunately this not allowed. As an alternative the modification of a current evaluation order is possible, see above.

### Help, I have an "emergency"!

You must change a design at short notice, e.g. due to a market surveillance complaint or a refused verification.

In these cases, too, please order a notice of the modification and, ideally, submit the revised technical documents with the order. In addition, please, explain to us the type of "emergency" and within the scope of the order and the resulting changes and deadlines.

Please understand that also in these cases we can only guarantee the processing times specified above.

We will give you the best possible support and show you an easy way to solve your problem as quickly as possible.

### I have a question that is not covered by these FAQs.

Please, send an e-mail to [waagen@ptb.de](mailto:waagen@ptb.de), explaining your problem. We would be happy to personally address the matter.