

Zana Kamangar

From: Zana Kamangar
Sent: Friday, December 15, 2023 4:17 PM
Subject: Device Rejection/ Deactivation

During a Measurement Canada audit of overdue devices, a situation occurred at an establishment that involved an NEE technician. This email serves as a reminder and clarification, as well as part of the corrective action to prevent the recurrence of the same situation.

- **What happened:**

A certified IT conducted an examination on a service station to verify the accuracy of devices. During the subsequent inspection, it was found that one of the devices was not serviceable. The technician did not certify it and informed the owner that he would notify the MC about it. However, he did not include it in the ORA certificate or deactivate the device on ORA. Later, when the owner received an overdue notification from the MC, they responded that the NEE technician had informed them about the issue and that he would inform the MC about it.

IMPORTANT: When a certified inspector technician (IT) is scheduled for an examination at service stations (gas stations) or bulk plants. All devices at that site should be examined and included on the ORA certificate for that establishment.

If the devices cannot be serviced and fail to pass certification:

- It must be **removed from service**, and the device be deactivated in ORA.

Or

- Identify the device as **"rejected"** on the certificate and provide an explanation in the comment section of the ORA certificate.

The Measurement Canada Enforcement Policy provides instructions about rejections and warnings related to devices, notifications to Measurement Canada of serious non-compliances, and actions related to devices seized by Measurement Canada inspectors. NEEI, as an accredited service provider, is expected to take certain required actions when devices do not comply with the legislation in their test and examinations. ITs are expected to educate and instruct their clients (traders) so that they comply with the legislation. They should contact their accreditation office or designated Measurement Canada Alternative Service Delivery representative if they have questions about any required actions.

Please review the [Measurement Canada Enforcement Policy](#) and QPM-6 of the NEE Quality Assurance Manual (attached).

Kind Regards/Cordialement,

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