



Measurement
Canada

Mesures
Canada

An Agency of
Industry Canada

Un organisme
d'Industrie Canada

Accuracy: It's Your Responsibility



Information for Device Owners

Fair Measure
For All



La mesure juste
pour tous

Canada

Measurement Canada, an agency of Industry Canada, ensures that goods and services are measured accurately by:

- requiring that measuring equipment used in trade be approved and inspected;
- investigating complaints received from businesses and consumers who believe they have not received accurate measure;
- requiring that measuring apparatuses and standards be calibrated and certified;
- administering and enforcing the *Weights and Measures Act* and the *Electricity and Gas Inspection Act*.

Device accuracy

Under the *Weights and Measures Act* and the *Electricity and Gas Inspection Act*, weighing and measuring devices — including scales, gasoline dispensers and large petroleum meters — used for trade in Canada must meet stringent standards.

While Measurement Canada inspectors and Authorized Service Providers conduct periodic inspections, owners and users remain legally responsible for the accuracy of their weighing and measuring devices. In order to satisfy this requirement, you should ensure that your devices:



- have been approved, inspected, and certified before you use them. If your device does not already have a valid inspection sticker or certificate, you can obtain one by having the device inspected by Measurement Canada staff or an Authorized Service Provider. A complete list of Authorized Service Providers can be found on Measurement Canada's Website;
- are appropriate for their intended use. Many scales and meters are designed with different features and capacities for measuring certain kinds of commodities, such as precious metals scales for weighing gold and silver, dispensers for measuring propane, and vehicle scales for weighing trucks and trains;
- are properly installed and protected from environmental interferences;
- are used in a manner that ensures accurate measurement;
- clearly indicate the weight or measure.

Since accuracy is so important, you should also check your scales and meters daily during operation to make sure that they're properly maintained. In addition, any staff using the devices should be trained to ensure that the devices are used correctly and accurately.

Inspection visits

While the accuracy of your measuring devices is your responsibility, Measurement Canada also plays an important role by enforcing standards of accuracy across the country. That's why you can expect that some day a Measurement Canada inspector or Authorized Service Provider will pay you a visit. By law, Measurement Canada can periodically inspect devices and certain packages of commodities to ensure that you're fulfilling your responsibilities.

Measurement Canada inspectors perform follow-up inspections to ensure that the work done by Authorized Service Providers is adequate. They also carry out investigations, including on-site visits and inspections, resulting from consumer complaints.

Recommended device re-inspection periods will vary based on the type of device being used. Details about your specific device can be found on Measurement Canada's Website.



Inaccurate device? It needs to be fixed!

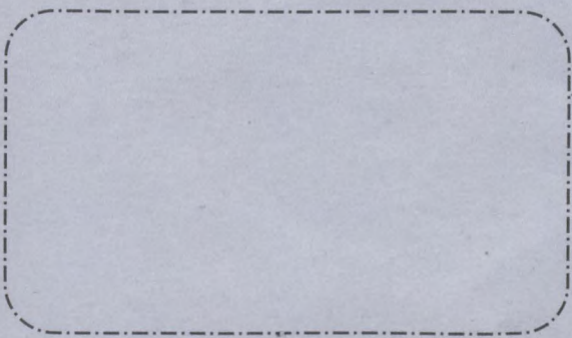
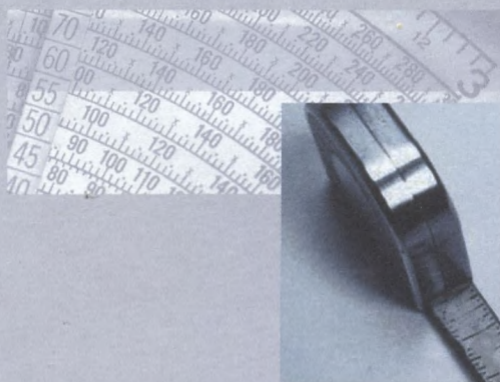
Any weighing or measuring device found to be inaccurate — whether it's in the favour of the buyer or the seller — will need to be repaired. Depending on the degree of inaccuracy, you may be required to take the defective device out of service until the necessary repairs can be made.

There are many service companies that can repair weighing and measuring devices. Those that are Authorized Service Providers can also inspect and certify devices, and affix a government sticker on Measurement Canada's behalf immediately after the device has been brought back into compliance.



Where can I go for more information?

For more information, please visit us online at www.mc.ic.gc.ca or contact your local Measurement Canada office. We are listed in the blue pages of your telephone directory.



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