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Customer information and conditions

DIN EN ISO/IEC 17025:2018

Dear Sir or Madam,

ELEQ Kerpen GmbH is accredited according to DIN EN ISO/IEC 17025:2018 as a testing laboratory for routine testing of transformers.

1. Impartiality:

The ELEQ Kerpen GmbH testing laboratory is responsible for the impartiality of its laboratory activities. Policies and procedures are followed to ensure that management and personnel are free from any undue internal or external commercial, financial and other pressures and influences that may affect their impartiality.

2. Test reports:

ELEQ Kerpen GmbH issues test reports in a simplified way, in accordance with DIN EN ISO/IEC 17025:2018 para. 7.8.1.3. This means that the measurement setups are not described with sketches, but all measurements are listed and evaluated. The test and measuring equipment used is listed in the appendix and all measurement results are traced back to national standards.

Test reports issued may only be further processed in their entirety and unchanged. Extracts or amendments require the approval of the issuing testing laboratory. The test reports are only valid with a signature, refer exclusively to the measuring and protection transformers mentioned in them and are marked with their serial number.

3. Decision rules:

The ELEQ Kerpen GmbH testing laboratory applies the following decision rules as a standard for the evaluation of the measurement results:

When checking test for accuracy, decision rule 4.2.3 according to ILAC- G8:09/2019 applies.

For all other routine tests, decision rule 4.2.1 according to ILAC- G8:09/2019 applies.

The underlying decision rules are described in the test report. Deviating decision rules require a written agreement.

4. Objection:

Any objection to the conditions described in this document must be made in writing and can only be made before or at the latest when the contract is awarded. After the contract has been awarded, the terms and conditions will come into force unless objected to.

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ELEQ Kerpen GmbH
Karl-Ferdinand-Braun-Straße 1
50170 Kerpen (Sindorf), Germany
+49 (0) 2273 9887-0
info@eleq.com
www.eleq.com

USt-ID/VAT-NR: DE814454137
Steuernummer: 203/5738/0635
Registergericht Köln HRB 52113
Geschäftsführer: ir. Robert Getreuer

Commerzbank Frechen
IBAN: DE37 370 400 440 389 066 200
BIC: COBADEFFXXX

All our deliveries and services are governed by the ORGALIME General Conditions S2012 for the supply of mechanical, electrical and electronical products (S2012) of March 2012. These conditions will be provided by us free of charge upon request. Any other conditions are herewith explicitly rejected by us.



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5. Confidentiality:

The ELEQ Kerpen GmbH testing laboratory is responsible by legally enforceable obligations for the management of all information received or created during the performance of laboratory activities.

The testing laboratory is obliged not to disclose the results of the case information to other than authorised individuals and/or authorities.

The ELEQ Kerpen GmbH testing laboratory will inform the customer in advance of the intended publication of the information. The exception to this is information that the customer makes publicly available or that has been agreed between ELEQ Kerpen GmbH and the customer (e.g. for the purpose of responding to complaints).

All other information is considered proprietary information and must be treated confidentially. If the testing laboratory is required by law or authorized by contractual agreement to release confidential information, the individual concerned shall, unless prohibited by law, be notified of the information provided.

Information about the customer that obtained from sources other than the customer (e.g. complainants, regulatory authorities) is treated confidentially between the customer and ELEQ Kerpen GmbH. The provider (source) of this information is confidential to ELEQ Kerpen GmbH and will not be disclosed to the customer unless the source consents.

Confidential information and personal data as well as company and business secrets will be treated confidentially by ELEQ Kerpen GmbH and will only be passed on to third parties with the consent of the customer. This does not apply to data that is public knowledge, is not subject to secrecy in terms of its importance or is necessary within the scope of certification for the purpose of maintaining certification.

Information during certification is usually given to the auditor for inspection and does not leave the company. If information needs to be disclosed, the legal or natural person concerned will be informed.

Personnel, including all committee members, contractors, personnel of external bodies or persons acting on behalf of the testing laboratory, must treat as confidential all information obtained or created during the performance of ELEQ Kerpen GmbH's activities where required by law.

