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## Section 1.10. General Code

### G-A. Application

**G-A.1. Commercial and Law-Enforcement Equipment.** – These specifications, tolerances, and other technical requirements apply as follows:

1. To commercial weighing and measuring equipment; that is:
  - (a) To weights and measures and weighing and measuring devices used or employed:
    - (1) in establishing the size, quantity, extent, area, composition (limited to meat and poultry), constituent values (limited to grain), or measurement of quantities, things, produce, or articles for distribution or consumption, purchased, offered, or submitted for sale, hire, or award;
    - (2) when assessing a fee for the use of the equipment to determine a weight or measure;
    - (3) in determining the basis of an award using count, weight, or measure; or
    - (4) in computing any basic charge or payment for services rendered on the basis of weight or measure.  
(Amended 2008 and 2022)
  - (b) To any accessory attached to or used in connection with a commercial weighing or measuring device when such accessory is so designed that its operation affects the accuracy of the device.
2. To weighing and measuring equipment in official use for the enforcement of law or the collection of statistical information by government agencies.

(These requirements should be used as a guide by the weights and measures official when, upon request, courtesy examinations of noncommercial equipment are made.)

(Amended 2022)

**G-A.2. Code Application.** – This General Code shall apply to all classes of devices as covered in the specific codes. The specific code requirements supersede General Code requirements in all cases of conflict.

(Amended 1972)

**G-A.3. Special and Unclassified Equipment.** – Insofar as they are clearly appropriate, the requirements and provisions of the General Code and of specific codes apply to equipment failing, by reason of special design or otherwise, to fall clearly within one of the particular equipment classes for which separate codes have been established. With respect to such equipment, code requirements and provisions shall be applied with due regard to the design, intended purpose, and conditions of use of the equipment.

**G-A.4. Metric Equipment.** – Employment of the weights and measures of the metric system is lawful throughout the United States. These specifications, tolerances, and other requirements shall not be understood or construed as in any way prohibiting the manufacture, sale, or use of equipment designed to give results in terms of metric units. The specific provisions of these requirements and the principles upon which the requirements are based shall be applied to metric equipment insofar as appropriate and practicable. The tolerances on metric equipment, when not specified herein, shall be equivalent to those specified for similar equipment constructed or graduated in the U.S. customary system.

**G-A.5. Retroactive Requirements.** – “Retroactive” requirements are enforceable with respect to all equipment. Retroactive requirements are printed herein in upright roman type.

**G-A.6. Nonretroactive Requirements.** – “Nonretroactive” requirements are enforceable on or after the effective date for devices:

- (a) manufactured within a state after the effective date;
- (b) both new and used, brought into a state after the effective date;
- (c) used in noncommercial applications which are placed into commercial use after the effective date; and
- (d) undergoing type evaluation, including devices that have been modified to the extent that a new NTEP Certificate of Conformance (CC) is required.

Nonretroactive requirements are not enforceable with respect to devices that are in commercial service in the state as of the effective date or to new equipment in the stock of a manufacturer or a dealer in the state as of the effective date. *[Nonretroactive requirements are printed in italic type.]*

(Amended 1989 and 2011)

**G-A.7. Effective Enforcement Dates of Code Requirements.** – Unless otherwise specified, each new or amended code requirement shall not be subject to enforcement prior to January 1 of the year following the adoption by the National Conference on Weights and Measures and publication by the National Institute of Standards and Technology.

## **G-S. Specifications**

**G-S.1. Identification.** – All equipment, except weights and separate parts necessary to the measurement process but not having any metrological effect, shall be clearly and permanently marked for the purposes of identification with the following information:

- (a) the name, initials, or trademark of the manufacturer or distributor;
- (b) a model identifier that positively identifies the pattern or design of the device;

(1) *The model identifier shall be prefaced by the word “Model,” “Type,” or “Pattern.” These terms may be followed by the word “Number” or an abbreviation of that word. The abbreviation for the word “Number” shall, as a minimum, begin with the letter “N” (e.g., No or No.). The abbreviation for the word “Model” shall be “Mod” or “Mod.” Prefix lettering may be initial capitals, all capitals, or all lower case.*

*[Nonretroactive as of January 1, 2003]*

(Added 2000) (Amended 2001)

- (c) *a nonrepetitive serial number, except for equipment with no moving or electronic component parts and software;*

*[Nonretroactive as of January 1, 1968]*

(Amended 2003 and 2016)

(1) *The serial number shall be prefaced by words, an abbreviation, or a symbol, that clearly identifies the number as the required serial number.*

*[Nonretroactive as of January 1, 1986]*

(2) *Abbreviations for the word “Serial” shall, as a minimum, begin with the letter “S,” and abbreviations for the word “Number” shall, as a minimum, begin with the letter “N” (e.g., S/N, SN, Ser. No., and S. No.).*

*[Nonretroactive as of January 1, 2001]*

- (d) the current software version or revision identifier for not-built-for-purpose, software-based devices manufactured as of January 1, 2004, and all software-based devices (or equipment) manufactured as of January 1, 2022;

(Added 2003) (Amended 2016)

(1) *The version or revision identifier shall be:*

- i. *prefaced by words, an abbreviation, or a symbol, that clearly identifies the number as the required version or revision.*

*[Nonretroactive as of January 1, 2007]*

(Added 2006)

**Note:** *If the equipment is capable of displaying the version or revision identifier, but is unable to meet the formatting requirements, through the NTEP type evaluation process, other options may be deemed acceptable and described in the CC.*

(Added 2016)

- ii. *continuously displayed or be accessible via the display. Instructions for displaying the version or revision identifier shall be described in the CC. As an alternative, permanently marking the version or revision identifier shall be acceptable providing the device does not always have an integral interface to communicate the version or revision identifier.*

*[Nonretroactive as of January 1, 2022]*

(Added 2016)

- (2) *Abbreviations for the word “Version” shall, as a minimum, begin with the letter “V” and may be followed by the word “Number.” Abbreviations for the word “Revision” shall, as a minimum, begin with the letter “R” and may be followed by the word “Number.” The abbreviation for the word “Number” shall, as a minimum, begin with the letter “N” (e.g., No or No.). Prefix lettering may be initial capitals, all capitals, or all lowercase.*

*[Nonretroactive as of January 1, 2007]*

(Added 2006) (Amended 2016)

- (e) *a National Type Evaluation Program (NTEP) Certificate of Conformance (CC) number or a corresponding CC Addendum Number for devices that have a CC.*

*[Nonretroactive as of January 1, 2003]*

(Added 2001) (Amended 2016)

- (1) *The CC Number or a corresponding CC Addendum Number shall be prefaced by the terms “NTEP CC,” “CC,” or “Approval.” These terms may be followed by the word “Number” or an abbreviation of that word. The abbreviation for the word “Number” shall, as a minimum, begin with the letter “N” (e.g., No or No.).*

*[Nonretroactive as of January 1, 2003]*

(Added 2001) (Amended 2016)

The required information shall be so located that it is readily observable without the necessity of the disassembly of a part requiring the use of any means separate from the device.

(Amended 1985, 1991, 1999, 2000, 2001, 2003, 2006, and 2016)

**G-S.1.1. Location of Marking Information for Not-Built-For-Purpose, Software-Based Devices.** – *For not-built-for-purpose, software-based devices either:*

- (a) *The required information in G-S.1. Identification. (a), (b), (d), and (e) shall be permanently marked or continuously displayed on the device; or*

(b) *The Certificate of Conformance (CC) Number shall be:*

- (1) *permanently marked on the device;*
- (2) *continuously displayed; or*
- (3) *accessible through an easily recognized menu and, if necessary, a submenu. Examples of menu and submenu identification include, but are not limited to, “Help,” “System Identification,” “G-S.1. Identification,” or “Weights and Measures Identification.”*

**Note:** For (b), clear instructions for accessing the information required in G-S.1. Identification, (a), (b), and (d) shall be listed on the CC, including information necessary to identify that the software in the device is the same type that was evaluated.

*[Nonretroactive as of January 1, 2004]*

(Added 2003) (Amended 2006)

**G-S.1.2. Devices and Main Elements Remanufactured as of January 1, 2002.** – All devices and main elements remanufactured as of January 1, 2002, shall be clearly and permanently marked for the purposes of identification with the following information:

- (a) the name, initials, or trademark of the last remanufacturer or distributor; and
- (b) the remanufacturer’s or distributor’s model designation, if different than the original model designation.

(Added 2001) (Amended 2011)

**Note:** Definitions for “manufactured device,” “repaired device,” and “repaired element” are included (along with definitions for “remanufactured device” and “remanufactured element”) in Appendix D, Definitions.

**G-S.2. Facilitation of Fraud.** – All equipment and all mechanisms, software, and devices attached to or used in conjunction therewith shall be so designed, constructed, assembled, and installed for use such that they do not facilitate the perpetration of fraud.

(Amended 2007)

**G-S.3. Permanence.** – All equipment shall be of such materials, design, and construction as to make it probable that, under normal service conditions:

- (a) accuracy will be maintained;
- (b) operating parts will continue to function as intended; and
- (c) adjustments will remain reasonably permanent.

Undue stresses, deflections, or distortions of parts shall not occur to the extent that accuracy or permanence is detrimentally affected.

**G-S.4. Interchange or Reversal of Parts.** – Parts of a device that may readily be interchanged or reversed in the course of field assembly or of normal usage shall be:

- (a) so constructed that their interchange or reversal will not affect the performance of the device; or
- (b) so marked as to show their proper positions.

**G-S.5. Indicating and Recording Elements.**

**G-S.5.1. General.** – All weighing and measuring devices shall be provided with indicating or recording elements appropriate in design and adequate in amount. Primary indications and recorded representations shall be clear, definite, accurate, and easily read under any conditions of normal operation of the device.

**G-S.5.2. Graduations, Indications, and Recorded Representations.**

**G-S.5.2.1. Analog Indication and Representation.** – Graduations and a suitable indicator shall be provided in connection with indications designed to advance continuously.

**G-S.5.2.2. Digital Indication and Representation.** – Digital elements shall be so designed that:

- (a) All digital values of like value in a system agree with one another.
- (b) A digital value coincides with its associated analog value to the nearest minimum graduation.
- (c) A digital value “rounds off” to the nearest minimum unit that can be indicated or recorded.
- (d) *A digital zero indication includes the display of a zero for all places that are displayed to the right of the decimal point and at least one place to the left. When no decimal values are displayed, a zero shall be displayed for each place of the displayed scale division.*  
*[Nonretroactive as of January 1, 1986]*

(Amended 1973 and 1985)

**G-S.5.2.3. Size and Character.** – In any series of graduations, indications, or recorded representations, corresponding graduations and units shall be uniform in size and character. Graduations, indications, or recorded representations that are subordinate to, or of a lesser value than others with which they are associated, shall be appropriately portrayed or designated.

[Made retroactive as of January 1, 1975]

**G-S.5.2.4. Values.** – If graduations, indications, or recorded representations are intended to have specific values, these shall be adequately defined by a sufficient number of figures, words, symbols, or combinations thereof, uniformly placed with reference to the graduations, indications, or recorded representations and as close thereto as practicable, but not so positioned as to interfere with the accuracy of reading.

**G-S.5.2.5. Permanence.** – Graduations, indications, or recorded representations and their defining figures, words, and symbols shall be of such character that they will not tend easily to become obliterated or illegible.

**G-S.5.3. Values of Graduated Intervals or Increments.** – In any series of graduations, indications, or recorded representations, the values of the graduated intervals or increments shall be uniform throughout the series.

**G-S.5.3.1. On Devices That Indicate or Record in More Than One Unit.** – On devices designed to indicate or record in more than one unit of measurement, the values indicated and recorded shall be identified with an appropriate word, symbol, or abbreviation.

(Amended 1978 and 1986)

**G-S.5.4. Repeatability of Indications.** – A device shall be capable of repeating, within prescribed tolerances, its indications and recorded representations. This requirement shall be met irrespective of repeated manipulation of any element of the device in a manner approximating normal usage (including displacement of the indicating elements to the full extent allowed by the construction of the device and repeated operation of a locking or relieving mechanism) and of the repeated performance of steps or operations that are embraced in the testing procedure.

**G-S.5.5. Money Values, Mathematical Agreement.** – Any recorded money value and any digital money-value indication on a computing-type weighing or measuring device used in retail trade shall be in mathematical agreement with its associated quantity representation or indication to the nearest 1 cent of money value. This does not apply to auxiliary digital indications intended for the operator’s use only, when these indications are obtained from existing analog customer indications that meet this requirement.

(Amended 1973)

**G-S.5.6. Recorded Representations.** – Insofar as they are appropriate, the requirements for indicating and recording elements shall also apply to recorded representations. All recorded values shall be presented digitally. In applications where recorded representations are required by a specific code, the customer may be given the option of not receiving the recorded representation. Recorded representations referenced in specific codes shall be made available to the customer in hard copy form, unless otherwise specified by the customer. For systems equipped with the capability of issuing an electronic receipt, ticket, or other recorded representation, the customer may be given the option to receive any required information electronically (e.g., via cell phone, computer, etc.) in lieu of or in addition to a hard copy.

(Amended 1975, 2014, and 2023)

**G-S.5.6.1. Indicated and Recorded Representation of Units.** – Appropriate abbreviations.

- (a) For equipment manufactured on or after January 1, 2008, the appropriate defining symbols are shown in NIST Special Publication SP 811 “Guide for the Use of International System of Units (SI)” and Handbook 44 Appendix C – General Tables of Units of Measurement.

**Note:** SP 811 can be viewed or downloaded at [www.nist.gov/pml/special-publication-811](http://www.nist.gov/pml/special-publication-811) or by going to [www.nist.gov/pml/owm](http://www.nist.gov/pml/owm) and selecting “Publications,” then selecting “NIST Special Publications,” and then clicking on the link below “**NIST SP 811: Guide for the Use of the International System of Units (SI)**” showing the year of the current edition.

(Added 2007)

- (b) The appropriate defining symbols on equipment manufactured prior to January 1, 2008, with limited character sets are shown in Table 1. Representation of SI Units on Equipment Manufactured Prior to January 1, 2008, with Limited Character Sets.

(Added 1977) (Amended 2007)



<b>Table 1. Representation of SI Units on Equipment Manufactured Prior to January 1, 2008, with Limited Character Sets</b>				
<b>Name of Unit</b>	<b>International Symbol (common use symbol)</b>	<b>Representation</b>		
		<b>Form I</b>	<b>Form II</b>	
		<b>(double case)</b>	<b>(single case lower)</b>	<b>(single case upper)</b>
<b>Base SI Units</b>				
meter	m	m	m	M
kilogram	kg	kg	kg	KG
<b>Derived SI Units</b>				
newton	N	N	n	N
pascal	Pa	Pa	pa	PA
watt	W	W	w	W
volt	V	V	v	V
degree Celsius	°C	°C	°c	°C
<b>Other Units</b>				
liter	l or L	L	l	L
gram	g	g	g	G
metric ton	t	t	tne	TNE
bar	bar	bar	bar	BAR

(Table Amended 2007)

**G-S.5.7. Magnified Graduations and Indications.** – All requirements for graduations and indications apply to a series of graduations and an indicator magnified by an optical system or as magnified and projected on a screen.

**G-S.6. Marking Operational Controls, Indications, and Features.** – *All operational controls, indications, and features, including switches, lights, displays, push buttons, and other means, shall be clearly and definitely identified. The use of approved pictograms or symbols shall be acceptable.*  
[Nonretroactive as of January 1, 1977]

(Amended 1978 and 1995)

**G-S.7. Lettering.** – All required markings and instructions shall be distinct and easily readable and shall be of such character that they will not tend to become obliterated or illegible.

**G-S.8. Provision for Sealing Electronic Adjustable Components.** – *A device shall be designed with provision(s) for applying a security seal that must be broken, or for using other approved means of providing security (e.g., data change audit trail available at the time of inspection), before any change that detrimentally affects the metrological integrity of the device can be made to any electronic mechanism.*  
[Nonretroactive as of January 1, 1990]

A device may be fitted with an automatic or a semi-automatic calibration mechanism. This mechanism shall be incorporated inside the device. After sealing, neither the mechanism nor the calibration process shall facilitate fraud.  
(Added 1985) (Amended 1989 and 1993)

**G-S.8.1. Multiple Weighing or Measuring Elements that Share a Common Provision for Sealing.** – *A change to any metrological parameter (calibration or configuration) of any weighing or measuring element shall be*

*individually identified.*  
*[Nonretroactive as of January 1, 2010]*

**Note:** For devices that utilize an electronic form of sealing, in addition to the requirements in G-S.8.1., any appropriate audit trail requirements in an applicable specific device code also apply. Examples of identification of a change to the metrological parameters of a weighing or measuring element include, but are not limited to:

- (1) a broken, missing, or replaced physical seal on an individual weighing, measuring, or indicating element or active junction box;
- (2) a change in a calibration factor or configuration setting for each weighing or measuring element;
- (3) a display of the date of calibration or configuration event for each weighing or measuring element; or
- (4) counters indicating the number of calibration and/or configuration events for each weighing or measuring element.

(Added 2007)

**G-S.8.2. Devices and Systems Adjusted Using Removable Digital Storage Device.** – For devices and systems in which the configuration or calibration parameters can be changed by use of a removable digital storage device\*, such as a secure digital (SD) card, USB flash drive, etc., security shall be provided for those parameters using either:

- (1) an event logger in the device; or
- (2) a physical seal that must be broken in order to remove the digital storage device from the device (or system). If security is provided using an event logger, the event logger shall include an event counter (000 to 999), the parameter ID, the date and time of the change, and the new value of the parameter. A printed copy of the information must be available on demand through the device or through another on-site device. In addition to providing a printed copy of the information, the information may be made available electronically. The event logger shall have a capacity to retain records equal to 10 times the number of sealable parameters in the device, but not more than 1000 records are required. (Note: Does not require 1000 changes to be stored for each parameter.)

\* Applies only to removable digital storage devices that must remain in the device or system for it to be operational.

(Added 2019)

**G-S.9. Metrologically Significant Software Updates.** – A software update that changes the metrologically significant software shall be considered a sealable event.

(Added 2016)

## **G-N. Notes**

**G-N.1. Conflict of Laws and Regulations.** – If any particular provisions of these specifications, tolerances, and other requirements are found to conflict with existing state laws, or with existing regulations or local ordinances relating to health, safety, or fire prevention, the enforcement of such provisions shall be suspended until conflicting requirements can be harmonized. Such suspension shall not affect the validity or enforcement of the remaining provisions of these specifications, tolerances, and other requirements.

**G-N.2. Testing With Nonassociated Equipment.** – Tests to determine conditions, such as radio frequency interference (RFI) that may adversely affect the performance of a device shall be conducted with equipment and under conditions that are usual and customary with respect to the location and use of the device.

(Added 1976)

**G-N.3. Test Methods.** – Permissible test methods for verifying compliance of commercial weighing and measuring systems with the provisions of the General Code and Specific Codes include, but are not limited to, test methods and apparatus that have been approved by the Director as outlined in Appendix A - Fundamental Considerations, Section 3. Testing Apparatus.

(Added 2023)

## **G-T. Tolerances**

**G-T.1. Acceptance Tolerances.** – Acceptance tolerances shall apply to equipment:

- (a) to be put into commercial use for the first time;
- (b) that has been placed in commercial service within the preceding 30 days and is being officially tested for the first time;
- (c) that has been returned to commercial service following official rejection for failure to conform to performance requirements and is being officially tested for the first time within 30 days after corrective service;
- (d) that is being officially tested for the first time within 30 days after major reconditioning or overhaul; and
- (e) undergoing type evaluation.

(Amended 1989)

**G-T.2. Maintenance Tolerances.** – Maintenance tolerances shall apply to equipment in actual use, except as provided in G-T.1. Acceptance Tolerances.

**G-T.3. Application.** – Tolerances “in excess” and tolerances “in deficiency” shall apply to errors in excess and to errors in deficiency, respectively. Tolerances “on overregistration” and tolerances “on underregistration” shall apply to errors in the direction of overregistration and of underregistration, respectively. (Also see Appendix D, Definitions.)

**G-T.4. For Intermediate Values.** – For a capacity, indication, load, value, etc., intermediate between two capacities, indications, loads, values, etc., listed in a table of tolerances, the tolerances prescribed for the lower capacity, indication, load, value, etc., shall be applied.

**G-T.5. Tolerances on Tests When Type 2 Transfer Standards Are Used.** – When Type 2 transfer standards are used, the following formula shall be used to compute the tolerance applicable to the device under test:

$$\text{Increased maximum permissible error (mpe)} = (2/3 \times \text{mpe} + U)$$

With an upper limit of  $U_{\max} = 2/3 \text{ mpe}$ , where mpe is the basic tolerance that applies when using a basic reference standard.

mpe = maximum permissible error

U = uncertainty associated with the Type 2 transfer standard

The increase in the applied tolerance when using a Type 2 transfer standard applies only to the basic tolerances for devices as defined in NIST Handbook 44; that is acceptance, maintenance, and minimum tolerances. Note that the repeatability tolerance and the special test tolerances are NOT increased.

Codes 5.56.(a) Grain Moisture Meters, 5.56.(b) Grain Moisture Meters, and 5.57. Near-Infrared Grain Analyzers are exempt from this requirement because NIST Handbook 159, Examination of Grain Moisture Meters Using Air-Oven Reference Method Transfer Standards has requirements for monitoring and retesting grain samples to ensure adequate stability and the tolerances for the devices under test already incorporate the uncertainty associated with the use of

grain samples as transfer standards. Section 2.21. Belt-Conveyor Scale Systems Code is also exempt because relative and absolute tolerances are included in the code.

(Added 2023)

## **G-UR. User Requirements**

### **G-UR.1. Selection Requirements.**

**G-UR.1.1. Suitability of Equipment.** – Commercial equipment shall be suitable for the service in which it is used with respect to elements of its design, including but not limited to its weighing capacity (for weighing devices), its computing capability (for computing devices), its rate of flow (for liquid-measuring devices), the character, number, size, and location of its indicating or recording elements, and the value of its smallest unit and unit prices.

(Amended 1974)

**G-UR.1.2. Environment.** – Equipment shall be suitable for the environment in which it is used including, but not limited to, the effects of wind, weather, and RFI.

(Added 1976)

**G-UR.1.3. Liquid-Measuring Devices.** – To be suitable for its application, the minimum delivery for liquid-measuring devices shall be no less than 100 divisions, except that the minimum delivery for retail analog devices shall be no less than 10 divisions. Maximum division values and tolerances are stated in the specific codes.

(Added 1995)

### **G-UR.2. Installation Requirements.**

**G-UR.2.1. Installation.** – A device shall be installed in accordance with the manufacturer's instructions, including any instructions marked on the device. A device installed in a fixed location shall be installed so that neither its operation nor its performance will be adversely affected by any characteristic of the foundation, supports, or any other detail of the installation.

**G-UR.2.1.1. Visibility of Identification.** – Equipment shall be installed in such a manner that all required markings are readily observable.

(Added 1978)

**G-UR.2.2. Installation of Indicating or Recording Element.** – A device shall be so installed that there is no obstruction between a primary indicating or recording element and the weighing or measuring element; otherwise there shall be convenient and permanently installed means for direct communication, oral or visual, between an individual located at a primary indicating or recording element and an individual located at the weighing or measuring element. (Also see G-UR.3.3. Position of Equipment.)

**G-UR.2.3. Accessibility for Inspection, Testing, and Sealing Purposes.** – A device shall be located, or such facilities for normal access thereto shall be provided, to permit:

- (a) inspecting and testing the device;
- (b) inspecting and applying security seals to the device; and
- (c) readily bringing the testing equipment of the weights and measures official to the device by customary means and in the amount and size deemed necessary by such official for the proper conduct of the test.

Otherwise, it shall be the responsibility of the device owner or operator to supply such special facilities, including such labor as may be needed to inspect, test, and seal the device, and to transport the testing equipment to and from the device, as required by the weights and measures official.

(Amended 1991)

### **G-UR.3. Use Requirements.**

**G-UR.3.1. Method of Operation.** – Equipment shall be operated only in the manner that is obviously indicated by its construction or that is indicated by instructions on the equipment.

**G-UR.3.2. Associated and Nonassociated Equipment.** – A device shall meet all performance requirements when associated or nonassociated equipment is operated in its usual and customary manner and location.

(Added 1976)

**G-UR.3.3. Position of Equipment.** – A device or system equipped with a primary indicating element and used in direct sales, except for prescription scales, shall be positioned so that its indications may be accurately read and the weighing or measuring operation may be observed from some reasonable “customer” and “operator” position. The permissible distance between the equipment and a reasonable customer and operator position shall be determined in each case upon the basis of the individual circumstances, particularly the size and character of the indicating element.

(Amended 1974 and 1998)

**G-UR.3.4. Responsibility, Money-Operated Devices.** – Money-operated devices, other than parking meters, shall have clearly and conspicuously displayed thereon, or immediately adjacent thereto, adequate information detailing the method for the return of monies paid when the product or service cannot be obtained. This information shall include the name, address, and phone number of the local responsible party for the device. This requirement does not apply to devices at locations where employees are present and responsible for resolving any monetary discrepancies for the customer.

(Amended 1977 and 1993)

### **G-UR.4. Maintenance Requirements.**

**G-UR.4.1. Maintenance of Equipment.** – All equipment in service and all mechanisms and devices attached thereto or used in connection therewith shall be continuously maintained in proper operating condition throughout the period of such service. Equipment in service at a single place of business shall not be considered “maintained in a proper operating condition” if:

- (a) predominantly, equipment of all types or applications are found to be in error in a direction favorable to the device user; or
- (b) predominantly, equipment of the same type or application is found to be in error in a direction favorable to the device user.

(Amended 1973, 1991, and 2015)

**G-UR.4.2. Abnormal Performance.** – Unstable indications or other abnormal equipment performance observed during operation shall be corrected and, if necessary, brought to the attention of competent service personnel.

(Added 1976)

**G-UR.4.3. Use of Adjustments.** – Weighing elements and measuring elements that are adjustable shall be adjusted only to correct those conditions that such elements are designed to control, and shall not be adjusted to compensate for defective or abnormal installation or accessories or for badly worn or otherwise defective parts of the assembly. Any faulty installation conditions shall be corrected, and any defective parts shall be renewed or

suitably repaired, before adjustments are undertaken. Whenever equipment is adjusted, the adjustments shall be so made as to bring performance errors as close as practicable to zero value.

**G-UR.4.4. Assistance in Testing Operations.** – If the design, construction, or location of any device is such as to require a testing procedure involving special equipment or accessories or an abnormal amount of labor, such equipment, accessories, and labor shall be supplied by the owner or operator of the device as required by the weights and measures official.

**G-UR.4.5. Security Seal.** – A security seal shall be appropriately affixed to any adjustment mechanism designed to be sealed.

**G-UR.4.6. Testing Devices at a Central Location.**

- (a) When devices in commercial service require special test facilities, or must be removed from service for testing, or are routinely transported for the purpose of use (e.g., vehicle-mounted devices and devices used in multiple locations), the official with statutory authority may require that the devices be brought to a central location for testing. The dealer or owner of these devices shall provide transportation of the devices to and from the test location.
- (b) When the request for removal and delivery to a central test location involves devices used in submetering (e.g., electric, hydrocarbon vapor, or water meters), the owner or operator shall not interrupt the utility service to the customer or tenant except for the removal and replacement of the device. Provisions shall be made by the owner or operator to minimize inconvenience to the customer or tenant. All replacement or temporary meters shall be tested and sealed by a weights and measures official or bear a current, valid approval seal prior to use.

(Added 1994)