



Accuracy: It's Your Responsibility

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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 measures;
- requiring that standards be calibrated and certified; and
- 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.

By law, Measurement Canada can periodically inspect devices and certain packages of commodities to ensure that you're fulfilling your responsibilities.

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 by an Authorized Service Provider.
- are appropriate for their intended uses. 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; and
- 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 are 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.

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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 periodic certification frequency will vary based on the trade sector in which the device is used. Details about your specific device can be found on Measurement Canada's website at www.mc.ic.gc.ca.

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.

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For More Information

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



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