GDA
Gas Detection for **Australia**

How to Submit Your Portable Detectors *for Calibration*



Regular calibration helps ensure your portable gas detectors continue to operate accurately, reliably, and in compliance with workplace safety requirements. Our calibration service is designed to make the process simple and efficient.

Before Sending Your Detectors

Please ensure:

- All detectors are clearly labelled and identifiable.
- Accessories such as chargers, docking stations, regulators, and tubing are included (OPTIONAL).
- A Purchase Order (PO) is supplied if required by your company's purchasing procedures.
- Contact details are provided.

Requesting a Calibration

You can submit your detectors by:

- Delivering them to our business.
- Arranging shipments via your preferred freight provider (we require you to contact us beforehand and you must wait until we confirm that this is acceptable).

Please include:

- Company name
- Contact person
- Phone number and email address
- Purchase Order number OR a physical/electronic PO (if applicable)

Invoices and Payment

Account Customers

- Invoices are payable in accordance with agreed trading terms.
- Statements will be issued periodically.

Non-Account Customers

- Full payment may be required before equipment is released or shipped.
- Payment can be made using approved payment method advised by our accounts team (pay prior to collection and send remittance or pay upon collection).
- Overdue accounts may result in delays to future service work or equipment release.

Our Calibration Process

1. Inspection and Assessment
We verify model and serial numbers, assess conditions, confirm functionality, and check for any damage or missing components.

2. Quotation (if required)
A quotation will be provided for repairs, sensor replacements, major faults, or additional work. Work proceeds only after your approval.

3. Calibration
Our techinician calibrate your detectors using certified test equipment and traceable calibration standards including functional and alarm testing, sensor verification, adjustments (if required), and documentation.

4. Successful Calibrations
A calibration certificate is issued, records are updated, and the detector is prepared for collection or return shipment. An invoice will be generated in line with agreed trading terms.

5. Failed Calibrations
If a detector fails, we'll provide a failure report, advise on repair options, and may issue a quotation. No repair work will proceed without your approval.

6. Collection and Return Shipping
Collect your equipment during business hours or have it returned via courier or freight. Tracking details can be provided where available.

Key company Policies

- All equipment remains the property of the customer.
- We are not responsible for pre-existing faults or damage not related to calibration activities.
- Equipment left uncollected for extended periods may incur storage fees.
- Calibration turnaround times are estimates and may vary depending on workload, parts availability, and repair requirements. (NOTE: we usually have a **24–48-hour** turnaround during business days, so long as no repairs are required).

Need Assistance?

Contact our service team for advice on calibration, repairs, sensor replacement, or recertification.

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