

THE BENEFITS OF BUYING



Businesses are turning to the Internet for a wide variety of purchases, including scales. Although convenient and sometimes less expensive, online purchases can be misleading. Knowing exactly what is being purchased from the Internet is essential—especially if the scale is going to be used in buying, selling or shipping applications. The scale may be falsely advertised as it may not meet regulatory standards for commercial scales in its country or state of use.

In order for a scale to be Legal for Trade, meaning it is used in any buying, selling or shipping applications, it must be approved as part of the National Type Evaluation Program (NTEP), conducted by the National Conference on Weights and Measures (NCWM). NTEP Certification provides businesses a certain level of accuracy and performance, but it still does not mean the scale can be placed into service. In most states, even though a scale has been NTEP Certified, an authorized dealer still needs to calibrate and place the scale into service to comply with local regulations. In addition, a scale that is advertised as “factory-calibrated” in most states does not mean it can be placed into service upon arrival. The steps below can help businesses ensure the scale they are buying is NTEP Certified.

RESEARCH SELLER INFORMATION

Many questionable business websites do not provide a business name, physical address, phone number or email address. Legitimate businesses provide this information to facilitate an open line of contact.

VERIFY NTEP LOGO AND CERTIFICATION NUMBER

Some scales are sold as a single unit and others are sold as individual components that comprise a complete scale system. Each component must have its own NTEP Certification number. Simply advertising a manufacturer, model and NTEP Certification does not necessarily mean the entire scale system is compliant, or that each particular size, capacity or other variation is compliant as well. Further verification for each scale component is necessary.

SEARCH THE CERTIFICATION NUMBER

The [National Conference on Weights and Measures \(NCWM\)](#) website allows consumers to search certificate numbers and view pictures of the product.

CONTACT REGULATORY AUTHORITIES WITH ANY DOUBT

Reference NCWM's [State Directors page](#) to find the appropriate contact information.



When purchasing a commercial scale on the Internet, businesses could also miss out on local support and service. Legal for Trade scales must be regularly calibrated by state-licensed dealers, and many dealers will not support a scale they did not sell. Furthermore, if a warranty issue should arise, there is no guarantee the online seller will honor the warranty, and local dealers may not service the scale under warranty.

Local scale dealers employ trained, state-licensed technicians to diagnose, calibrate, troubleshoot and repair scale systems. Dealers are also able to directly contact the scale manufacturers for any further needs. When purchased locally, operation downtime can be kept to a minimum and businesses know exactly what they are getting for their valuable time and money.

RICE LAKE[®]
WEIGHING SYSTEMS

230 W. Coleman St. • Rice Lake, WI 54868 • USA
TEL: 715-234-9171 • FAX: 715-234-6967
www.ricelake.com