



WELCOME TO YOUR

# Registered Service Representative Training



# Goals:

**Provide you with the information you need to pass the RSR test and the tools you need to do your job!**

## **You will learn:**

- how to use the web site links to find important reference material
- what laws affect you as an RSR
- how to use the National Institute of Standards and Technology (NIST) handbooks and information about the National Type Evaluation Program (NTEP) program
- how to fill out a Placed in Service Report (PISR)



# What is a RSA?

**RSA = Registered Service Agency.**

RSA is any agency, firm, company or corporation that for hire or award, commission or any other payment of any kind:

- **installs**
- **services**
- **repairs**
- **or reconditions**

a commercial device and has been issued a license by the Department of Weights and Measures.



# What is a RSR?

**RSR** = Registered Service Representative

A RSR is an employee of an RSA who has been issued a license by the Department of Weights and Measures.

The RSR can place a commercial device into service, repair a device and remove an official rejection tag.



# Handbook 44

**Handbook 44 IS A WORKING TOOL** that includes all specifications, tolerances and other technical requirements that are essential for ensuring your customer's commercial device is compliant.

**State law – ARS 41-2064 requires**

*All commercial devices SHALL comply with the specifications, tolerances and other technical requirements set forth in handbook 44, except as otherwise stated in the rules.*

**It is reviewed annually by the**  
**National Conference on Weights and**  
**Measures**

**You must carry the latest version!**





# Handbook 44 Codes A Quick Way To Remember

**G** = General Code

**A** = Application

**S** = Specification

**N** = Notes

**T** = Tolerance

**UR** = User Requirement

**D** = Definitions of Terms

See Pg. 4 of  
**NIST Handbook 44**  
**2003 Edition**



# NIST Handbook 112

**Think NIST HB44 is confusing?**

**HB 112 is designed to help you find the appropriate HB 44 code references for each step of an official examination.**



# What Is NTEP?

## National Type Evaluation Program

- *Certification of conformance* to commercial devices that are evaluated using a uniform set of criteria and test procedures to ensure they will meet performance and specification requirements of HB44.
- Provides a *list of devices* that conform to Handbook 44 requirements.
- Arizona has adopted NTEP. Most states have adopted similar programs.

*Note: Arizona also accepts California CTEP certifications*





# Are there any exemptions to NTEP?

- **GRANDFATHER EXEMPTION** - If a device was installed prior to January 1, 1975, this may apply.
- **ONE-OF-A-KIND DEVICE**
- **CONTINUALLY LICENSED**
- **CONTINUES TO PASS OFFICIAL EXAMINATIONS FOR PERFORMANCE**

**YES YES YES YES YES YES YES**



# GRANDFATHER EXEMPTION

## Would continue if:

The device is sold but remains in its original installation.

The device has been continually licensed in Arizona since 1975.

## Would **NOT** continue if:

The device fails to meet performance requirements after repair.



# What is a NTEP C of C

- **NTEP C of C - National Type Evaluation Certificate of Conformance.**
- **It applies to a specific device (model, type, series or family) for a specific manufacturer.**



# Where Can I Find NTEP C of C Numbers

- On the data plate as of 01/01/03
- From the manufacturer
- A complete listing can be found at <http://www.azdwm.gov/>
- Go to RSR/RSA page and click on the link
- For NCWM members <http://www.ncwm.net/>
- Your employer
- Contact California Division of Measurement Standards



# Surfing the Web For Answers

**AZ DWM**     [www.azdwm.gov](http://www.azdwm.gov)

**NCWM**     [www.ncwm.net](http://www.ncwm.net)

**NIST**     [www.nist.gov](http://www.nist.gov)

[www.scalemanufacturers.org](http://www.scalemanufacturers.org)





**Q: Do I need to study everything in the NIST Handbooks?**

**A: Only those sections applicable to your field of expertise.**

**You must also study the applicable sections of:**

- ARS Title 41, Chapter 15**
- AZ Administrative Code Title 20, Chapter 2**
- CARB Executive Orders (EO)**



# Device License Application/ Placed In Service Report

## You will need:

- **Fee Code Sheet**  
(Second to the last page of your RSR Study Guide)
- **Placed in Service Report (PISR)**  
(Last page of your RSR Study Guide)



# What is a Device License Application/ Placed In Service Report?

- The document you submit on behalf of the **device owner** when a device is installed, repaired or removed from use.
- It identifies your **RSA & RSR number**, **specific device information** needed to license the device and the field standards you used to ensure the device meets HB44 requirements for performance.



# **Get it RIGHT the first time to avoid a fine!**

*We'll be checking the quality of your work!*

- Fill in ALL the blanks
- Include comments, if needed
- Distribute copies correctly:
  - *original - Department*
  - *yellow – RSA/RSR*
  - *pink – Business*
- Mail the PISR **within 7 calendar days**



# Let's Talk Civil Penalties

*A PISR not submitted timely, completely, or accurately is subject to:*

- Up to a \$500 civil penalty per violation.
- Up to a maximum of \$5000 per 30 days.

*Retraining is always available to minimize civil penalties*





# ARIZONA DEPARTMENT OF WEIGHTS & MEASURES



## ARIZONA DEPARTMENT of WEIGHTS and MEASURES

4425 West Olive Avenue, Suite #134, Glendale, AZ 85302 [www.weights.az.gov](http://www.weights.az.gov)

Phone: 602-255-5211 Fax: 602-255-1950 or 1-800-277-6675 (OUTSIDE Phoenix metro)

## DEVICE LICENSE APPLICATION/ PLACED IN SERVICE REPORT

SERVICE DATE:

BUSINESS NAME:	<input type="text"/>	STORE #:	<input type="text"/>	BMF #:	<input type="text"/>	(if issued)
PHYSICAL LOCATION:	<input type="text"/>	CITY:	<input type="text"/>	ZIP:	<input type="text"/>	
CONTACT:	<input type="text"/>	PHONE:	<input type="text"/>	FAX:	<input type="text"/>	E-MAIL:
BILLING ADDRESS:	<input type="text"/>	CITY:	<input type="text"/>	ZIP:	<input type="text"/>	
BILLING PHONE:	<input type="text"/>	RSA AGENCY NAME:	<input type="text"/>	RSR#:	<input type="text"/>	

Device Fee Code	Device Service Code (see below)	Device Manufacturer	Device Model #	Device Serial # (Required for All Devices)	Indicator Serial # (Scales only)	Location Code (see below)	Pump #s (Fueling Devices)	Vehicle Lic. Plate # (LPG/Taxis)	ENTER CO. #s (Required for All Devices)	Tag #

## STEP 1: COMPLETE THE HEADER

- BMF # can be found on the ADWM license.  
If it is an unlicensed location, write: New
- The RSR # is found on your license.

BUSINESS: I will abide by all Arizona legal requirements related to commercial device licensing and use and am subject to a civil penalty if a violation occurs (ARS 41-2115).

Signature

Print Name

Date

RSR: I have complied with all Arizona legal requirements relating to the Department's RSA program and am subject to a civil penalty if a violation occurs (ARS 41-2115).

Signature

Print Name

Date

**DEVICE LICENSE APPLICATION/  
PLACED IN SERVICE REPORT**

**E-MAIL:**

RSR#:

Page \_\_\_\_\_ of \_\_\_\_\_





# Device Fee Codes

This number will be found on the left side of fee code sheet

## AZ DEPARTMENT OF WEIGHTS AND MEASURES FEES, PENALTIES AND CHARGES

EFFECTIVE APRIL 20, 2001

CODE	DESCRIPTION	AMOUNT	CODE	DESCRIPTION	AMOUNT
<b>WEIGHING DEVICES - ARS 41-2092A</b>			<b>LIQUID MEASURING DEVICES LPG (METERS) - ARS 41-2092A</b>		
001	0-10 pound capacity	\$12.00	027	Small bottle fill measuring devices	\$24.00
002	5-12,000 pound capacity	\$18.00	028	Motor fuel measuring devices, uncompensated	\$24.00
003	1-7,500 pound capacity	\$36.00	029	Motor fuel measuring devices, temperature compensating	\$48.00
004	1-20,000 pound capacity	\$80.00	030	Motor fuel measuring devices, keylocks	\$48.00
004	201-60,000 pound capacity	\$120.00	031	3/4" and 1" meters, uncompensated	\$48.00
005	601 pound capacity and greater	\$180.00	032	1 1/4", 1 1/2" and 1 3/4" meters, uncompensated	\$72.00
039	Portable Batch Plants	varying	033	2" meters and larger, uncompensated	\$72.00
Livestock Scales must be licensed if used more than 30 days/yr.			034	1 1/4", 1 1/2" and 1 3/4" meters, temp compensating	\$90.00
<b>LIQUID MEASURING DEVICES (METERS) OTHER THAN LIQUID PETROLEUM GAS (LPG) - ARS 41-2092A</b>			035	2" meters and larger, temperature compensating	\$96.00
006	Minimum 12 gallons per minute (gpm)	\$12.00	036	3/4" and 1" meters, temperature compensating	\$54.00
007	Minimum 13-150 gpm	\$36.00	040	Natural gas filling devices	\$48.00
008	Minimum 151-500 gpm	\$90.00	<b>MISCELLANEOUS DEVICES - ARS 41-2092A</b>		
009	Minimum 501-1,000 gpm	\$138.00	037	Taxi linear measuring devices	\$24.00
010	Minimum 1,001 gpm and over	\$168.00	301	Other linear measuring devices	\$24.00
<b>MOTOR FUEL DISPENSERS OTHER THAN FOR LPG - ARS 41-2092A</b>			038	Taxi timing devices	\$24.00
011	One meter or blending valve	\$15.00	302	Other time measuring mechanical, electrical & electronic devices	\$24.00
012	Two meters or blending valves	\$30.00	300	All mechanical and electronic counting devices	\$12.00
013	Three meters or blending valves	\$45.00	<b>OTHER FEES, PENALTIES AND CHARGES</b>		
014	Four meters or blending valves	\$60.00	050	Public Weighmaster - ARS 41-2092C	\$48.00
015	Five meters or blending valves	\$75.00	051	Registered Service Agency - ARS 41-2092C	\$24.00
016	Six meters or blending valves	\$90.00	052	Registered Service Representative - ARS 41-2092C	\$4.80
017	Seven meters or blending valves	\$105.00	053	Metrology Certification - ARS 41-2067H	\$40/HOUR (\$24 MIN.)
018	Eight meters or blending valves	\$120.00	054	Commercial Livestock Scales - ARS 41-2091E	same as device fee
019	Flow volume (over 19 gpm) diesel per hose & nozzle	\$15.00	See Device Code	NonCommercial Device Testing - ARS 41-2091E	same as device fee
020	Key lock, limited access w/ accumulators, per hose & nozzle	\$22.50	058	VR Stage II - Authority to Construct - ARS 41-2132G	\$500.00
022	Remote indicator and/or control unit (accessory only)	\$22.50	059	VR Stage II - Reinspection Fee - ARS 41-2092B	\$300.00
<b>STAGE II VAPOR RECOVERY ONLY</b>			060	Public Record Request ARS 39-121.01D1	
211	One meter or blending valve	\$30.00	Commercial Requests		varying
212	Two meters or blending valves	\$60.00	Non-Commercial Requests		
213	Three meters or blending valves	\$90.00	Copies		\$ .20/page
214	Four meters or blending valves	\$120.00	Computer Reports		\$ .20/page
215	Five meters or blending valves	\$150.00	Diskettes/CDs		\$1.00/disk
216	Six meters or blending valves	\$180.00	061	Civil Penalty - ARS 41-2115A	varying
217	Seven meters or blending valves	\$210.00	062	Credits	varying
218	Eight meters or blending valves	\$240.00	063	LATE PAYMENT PENALTY - ARS 41-2092F	SEE BELOW
			099	Forms and Manuals	varying

**LATE PAYMENT PENALTY:** For each month after the fee is due, an additional penalty will be imposed in increments of 20%. If all charges are not paid within 3 months after the fee is due, the license shall automatically be cancelled and you can no longer legally use the device or standard or perform weighmaster, RSA or RSR licenser duties.



# ARIZONA DEPARTMENT OF WEIGHTS & MEASURES



## Step 3: Device Service Code

SERVICE LICENSE APPLICATION/  
PLACED IN SERVICE REPORT

CE DATE:

BUSINESS NAME:

STORE #:

BMF #:

(if issued)

PHYSICAL LOCATION:

CITY:

ZIP:

CONTACT:

PHONE:

FAX:

E-MAIL:

BILLING ADDRESS:

BILLING PHONE:

Device  
Service Code  
(see below)

**Note: O = Device(s) Removed - are just as important as any other device service code!**

**Service codes are located at the bottom of the PISR**

### SERVICE CODES:

R: Repair

N: New Location with New Devices

A: Add Device(s)

O: Device(s) Removed

### LOCATION CODES (Scales Only):

R: Register No.

M: Meat Dept.

D: Deli

P: Produce

B: Bakery

O: Other \_\_\_\_\_

RSA EQUIPMENT SERIAL #'s  
(Used for Test)

Signature

Print Name

Date

RSR: I have complied with all Arizona legal requirements relating to the Department's RSA program and am subject to a civil penalty if a violation occurs (ARS 41-2115).

Signature

Print Name

Date

**ICE LICENSE APPLICATION/  
PLACED IN SERVICE REPORT**

DATE:

--	--

[illegible]

(if issued)

\_\_\_\_\_

[illegible]

100

E-MAIL: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

© 2006 The Authors

1

\_\_\_\_\_

## The Name of the Company who made the device

RSR: I have complied with all Arizona legal requirements relating to the Department's RSA program and am subject to a civil penalty if a violation occurs (ARS 41-2115).

\_\_\_\_\_

\_\_\_\_\_

100





**ARIZONA DEPARTMENT of WEIGHTS and MEASURES**

4425 West Olive Avenue, Suite #134, Glendale, AZ 85302 [www.weights.az.gov](http://www.weights.az.gov)

Phone: 602-255-5211 Fax: 602-255-1950 or 1-800-277-6675 (OUTSIDE Phoenix metro)

**DEVICE LICENSE APPLICATION/  
PLACED IN SERVICE REPORT**

SERVICE DATE:

BUSINESS NAME:	<input type="text"/>	STORE #:	<input type="text"/>	BMF #:	<input type="text"/> (if issued)
PHYSICAL LOCATION:	<input type="text"/>	CITY:	<input type="text"/>	ZIP:	<input type="text"/>
CONTACT:	<input type="text"/>	PHONE:	<input type="text"/>	FAX:	<input type="text"/>
				E-MAIL:	<input type="text"/>
BILLING ADDRESS:	<input type="text"/>	CITY:	<input type="text"/>	ZIP:	<input type="text"/>
BILLING PHONE:	<input type="text"/>	RSA AGENCY NAME:	<input type="text"/>	RSR#:	<input type="text"/>

Device Fee Code	Device Service Code (see below)	Device Manufacturer	Device Model #	Device Serial # (Required for All Devices)	Indicator Serial # (Scales only)	Location Code (see below)	Pump #'s (Fueling Devices)	Vehicle Lic. Plate # (LPG/Taxis)	NTEP C OF C #'s (Required for All Devices)	Tag #
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## Step 5: Device Information

**Look for the identification plate. If it is missing report it to the Department and call the manufacturer for a replacement.**

**Device Model, Serial # and other require data can be found on the ID plate.**

***Tip: If missing, you must contact the manufacturer and obtain the data plate before you place the device in service.***



## Step 6: Indicator Serial # - (scales only)

**Found on the serial ID plate**

[illegible]



**ARIZONA DEPARTMENT of WEIGHTS and MEASURES**4425 West Olive Avenue, Suite #134, Glendale, AZ 85302 [www.weights.az.gov](http://www.weights.az.gov)

Phone: 602-255-5211 Fax: 602-255-1950 or 1-800-277-6675 (OUTSIDE Phoenix metro)

**DEVICE LICENSE APPLICATION/  
PLACED IN SERVICE REPORT**SERVICE DATE: BUSINESS NAME: STORE #: BMF #: 

(if issued)

PHYSICAL LOCATION: CONTACT: BILLING ADDRESS: BILLING PHONE: **Step 8: NTEP C of C #'s**

Device Fee Code	Device Service Code (see below)	Device Manufacturer	Device Model #	Device Serial # (Required for All Devices)	Indicator Serial # (Scales only)	Location Code (see below)	Pump #'s (Fueling Devices)	Vehicle Lic. Plate # (LPG/Taxi)	NTEP C OF C #'s (Required for All Devices)	Tag #

**Step 9: Serial # of your Testing Equipment -  
used to install or repair devices**

<b>SERVICE CODES:</b> R: Repair A: Add Device(s) N: New Location with New Devices O: Device(s) Removed		<b>LOCATION CODES (Scales Only):</b> R: Register No. D: Deli B: Bakery M: Meat Dept. P: Produce O: Other _____		<b>RSA EQUIPMENT SERIAL #'s (Used for Test)</b>
--	--	--	--	---

BUSINESS: I will abide by all Arizona legal requirements related to commercial device licensing and use and am subject to a civil penalty if a violation occurs (ARS 41-2115).

Signature Print Name Date 

RSR: I have complied with all Arizona legal requirements relating to the Department's RSA program and am subject to a civil penalty if a violation occurs (ARS 41-2115).

Signature Print Name Date



**DEVICE LICENSE APPLICATION/  
PLACED IN SERVICE REPORT**

4425 West Olive Avenue, Suite #134, Glendale, AZ 85302      [www.weights.az.gov](http://www.weights.az.gov)  
Phone: 602-255-5211 Fax: 602-255-1950 or 1-800-277-6675 (OUTSIDE Phoenix metro)

**SERVICE DATE:**

iii. \_\_\_\_\_

BUSINESS NAME:		STORE #:		BMF #:		(if issued)	
PHYSICAL LOCATION:		CITY:		ZIP:			
CONTACT:		PHONE:		FAX:		E-MAIL:	
BILLING ADDRESS:		CITY:		ZIP:			
BILLING PHONE:		RSA AGENCY NAME:		RSR#:			

[illegible]

**Step 10: Tag # - The tag, which the Department placed on the device found in violation, has a pre-printed number.**

<b>SERVICE CODES:</b> R: Repair A: Add Device(s)		<b>LOCATION CODES (Scales Only):</b> R: Register No. D: Deli B: Bakery		<b>RSA EQUIPMENT SERIAL #s</b> (Used for Test)
N: New Location with New Devices O: Device(s) Removed		M: Meat Dept. P: Produce O: Other _____		

**BUSINESS:** I will abide by all Arizona legal requirements related to commercial device licensing and use and am subject to a civil penalty if a violation occurs (ARS 41-2115).

Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_

RSR: I have complied with all Arizona legal requirements relating to the Department's RSA program and am subject to a civil penalty if a violation occurs (ARS 41-2115).

Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_

DWM-38 (rev 4-01)

ORIGINAL - DEPT (Mail within 7 days of service date)

**YELLOW: RSR**

**PINK: Business**

Page of





## Red Tag

**Out of Service Do Not Use**

This device has been prohibited from commercial Use until repaired and authorized for use by the Department or its agent.

It is unlawful to remove this tag without authorization from the Department.

ADWM 10/21/02  
Officer Date

Violation: G-UR.45.  
ARS: 41-2064

AAC: \_\_\_\_\_

Arizona Department of Weights and Measures  
Phoenix Metro 602-255-5211  
Outside Phx. 800-277-6675

**R 54311**

## Yellow Tag

**WARNING**

This device, vapor recovery system or required labeling is not in compliance and must be corrected within xxx days.

It is unlawful to remove this tag without authorization from the Department.

ADWM 10/21/02  
Officer Date

Violation: G-UR.42.  
ARS: 41-2064

AAC: \_\_\_\_\_

Arizona Department of Weights and Measures  
Phoenix Metro 602-255-5211  
Outside Phx. 800-277-6675

**Y 94001**

## Blue Tag

**Stop - Sale, Stop - Use**

This commodity, vapor recovery system, or commercial device is prohibited from sale or use as directed in the DWM-53 (Administrative Order).

It is unlawful to remove this tag or dispose of this commodity without authorization from the Department.

ADWM 10/21/02  
Officer Date

Violation: GUR.4.2.  
ARS: 41-2064

AAC: \_\_\_\_\_

Arizona Department of Weights and Measures  
Phoenix Metro 602-255-5211  
Outside Phx. 800-277-6675

**B 14001**





**ARIZONA DEPARTMENT of WEIGHTS and MEASURES**

4425 West Olive Avenue, Suite #134, Glendale, AZ 85302 [www.weights.az.gov](http://www.weights.az.gov)  
Phone: 602-255-5211 Fax: 602-255-1950 or 1-800-277-6675 (OUTSIDE Phoenix metro)

**DEVICE LICENSE APPLICATION/  
PLACED IN SERVICE REPORT**

SERVICE DATE:

BUSINESS NAME:  STORE #:  BMF #:  (if issued)  
PHYSICAL LOCATION:  CITY:  ZIP:   
CONTACT:  PHONE:  FAX:  E-MAIL:   
BILLING ADDRESS:  CITY:  ZIP:

## Step 11: Signature

Have the Business owner/operator sign the form,  
print their name and date.

**RSR must sign, print name and date (installation  
or repair date). Don't forget PISR must be mailed  
within 7 calendar days!**

BUSINESS: I will abide by all Arizona legal requirements related to commercial device licensing and use and am subject to a civil penalty if a violation occurs (ARS 41-2115).

Signature

Print Name

Date

RSR: I have complied with all Arizona legal requirements relating to the Department's RSA program and am subject to a civil penalty if a violation occurs (ARS 41-2115).

Signature

Print Name

Date



**TEST YOUR  
KNOWLEDGE!!!!**



Are specifications, tolerances and technical requirements for commercial devices found in NIST Handbook 44?

**A) Yes**

**B) No**

**Open HB44**

Find the provision for a security seal for any device.

**Open HB112**

Find the marking requirements for a retail computing scale or fueling dispenser.



The installation of a new device or the repair of a non-compliant device requires that a PISR be mailed to the Department within:

A) 5 calendar days

B) 7 calendar days

C) 10 business days

D) 7 business days





Where would you find a NTEP C of C number for a device?

- A) The device manufacturer
- B) The Department of Weights & Measures
- C) The Internet
- D) All the above



# Don't Forget

- You must carry your license while performing your RSR duties.
- You as an RSR cannot use tolerances for adjustment of devices. Tolerances are to be applied by DWM officials only.
- You must bring a picture ID, a completed test confirmation form, HB44 and HB112 to the test session.



# ANY QUESTIONS?



# How To Determine Fee Codes For Gas Dispensers

**Step 1:** Determine if the dispenser is located in Area A (see map).

*Facilities with a throughput of 10,000 gallons or more and located in Area A require State II Vapor Recovery. Vapor Recovery dispensers are listed under the Vapor Recovery Only fee code section. **DIESEL IS NEVER Vapor Recovery***

(Note: Throughput forms can be found at [www.azdwm.gov](http://www.azdwm.gov))

**Step 2:** Count the number of meters and blending valves (both sides of the dispenser).



What is the fee code if this dispenser is located in Mesa?

A) 216

Vapor

B) 016

What about  
Flagstaff?

C) 215





The nozzle on the left is diesel.

What is the fee code if this dispenser is located in Phoenix?

216 & 012

What about Yuma?

018





Is the fee code  
different if this  
dispenser is  
located in  
Phoenix or  
Tucson?

YES

Phoenix = 216

Tucson = 016





The End