

STATE OF ARIZONA DEPARTMENT OF  
WEIGHTS AND MEASURES

---

Registered Service  
Representative  
Training

# REGISTERED SERVICE REPRESENTATIVE (RSR) STUDY GUIDE

## BENEFITS

Successful applicants have the authority to place a new or used commercial device into service and remove an enforcement tag after repairing a device.

## LICENSING PROCESS

No employee can act as a RSR until licensed by the Department. Applicants must use the required application form. All information submitted must be accurate and complete.

1. Your application will be reviewed (see APPLICATION REVIEW) within 30 days.
2. If the application is satisfactory, you will be sent a test confirmation.
3. You must bring the test confirmation to the test with required information filled out, including all required signatures. You will not be admitted to the test without the completed form.
4. Once you pass the required tests, you will be issued a temporary 30-day license.
5. You will receive an annual license when your Registered Service Agency pays the required fee.

**YOU MUST CARRY THE ISSUED LICENSE WHILE PERFORMING RSR DUTIES.**

## APPLICATION REVIEW

The Department will verify that:

1. your employer is a licensed Registered Service Agency.
2. acceptable evidence is presented that you are fully qualified either through training or experience to install, service, repair or recondition a commercial weighing or measuring device. If not, you will be requested to provide additional evidence of your qualifications.
3. you have possession of, or available for use, appropriate current certified weights and testing equipment to perform your duties as a RSR. (SEE EQUIPMENT CERTIFICATION)

**THE DEPARTMENT DOES NOT GUARANTEE THE WORK OR FAIR DEALING OF A RSR AND SHALL RESERVE THE RIGHT TO REJECT A RSR APPLICATION OR SUSPEND, REVOKE OR REFUSE TO RENEW A LICENSE IF THE RSR IS NOT QUALIFIED TO PERFORM THE DUTIES REQUIRED OR HAS BEEN FOUND TO BE IN VIOLATION OF ANY LEGAL RSR REQUIREMENT.**

## TESTING

Tests are administered twice a month at the Department's Glendale Headquarters. However, **DON'T BOTHER COMING TO THE TEST UNLESS YOU BRING THE FOLLOWING:**

1. COMPLETED TEST CONFIRMATION
2. DRIVER'S LICENSE OR PICTURE ID
3. HANDBOOK 44 (OR A COPY OF 1.10 AND SECTIONS RELATING TO YOUR AREA OF EXPERTISE)
4. HANDBOOK 112

## WHAT YOU NEED TO KNOW TO PASS THE TEST:

You are encouraged to take the Department's online training course highlighting the information below, including showing you how to find needed information in Handbook 44 and 112 and on the Internet and completing a placed-in-service report. Online training offered to RSR applicants prior to testing will NOT cover technical information.

1. **TECHNICAL INFORMATION RELATED TO YOUR AREA OF EXPERTISE** (eg. small scales, large scales, taxis, fueling dispensers). You must obtain a copy of Handbook 44 and 112 and study those sections that relate to your area of expertise. (See REFERENCE MATERIAL for ways to obtain Handbook information.)

**HANDBOOK 44 Specifications, Tolerances, and Other Technical Requirements for Weighing and Measuring Devices.** The requirements stated in this Handbook must be used to install and repair commercial weighing and measuring devices. These include calibration/testing tolerances, manufacturer's requirements and installation requirements. You also need to refer to Section 1.10 General Code.

**HANDBOOK 112 Examination Procedure Outlines for Commercial Weighing and Measuring Devices.** This Handbook replaces Handbook 12 is a guide to finding specific device testing requirements in Handbook 44.

**2. TYPE EVALUATION PROGRAM.** A RSR must only install commercial devices that meet the requirements of the National Type Evaluation Program (NTEP) or the California NTEP program. Type Evaluation Programs establish a uniform set of criteria and test procedures to evaluate commercial devices and assure that a device meets the specification requirements and is capable of meeting the performance requirements of Handbook 44.

The only exemption to installing a NTEP device is a device that has been grandfathered by the Department. The device was installed prior to 1975 and was continually licensed since installation. In addition, the device must continually meet Handbook 44 performance requirements after repair.

**3. CERTIFICATES OF CONFORMANCE NUMBER.** The NTEP issues a CERTIFICATE OF CONFORMANCE (C of C) when the device has passed all testing requirements. The C of C indicates the device model, manufacturer, installation requirements and any other specific requirements. The Department requires the NTEP C of C Number to be indicated on each reporting form (see Placed in Service Report Form) completed by the RSR.

**C of C NUMBERS CAN BE FOUND THROUGH AN INTERNET LINK (SEE REFERENCE MATERIAL) OR BY CONTACTING THE MANUFACTURER.**

A RSA must report any non-grandfathered device that does not have a Certificate of Conformance.

**4. ARIZONA STATUTES AND RULES.** The statutes and administrative rules contain specific information relating to the requirements and duties of being a RSR. (See REFERENCE MATERIAL for access to statutes and rules.)

**ARIZONA REVISED STATUTES TITLE 41, CHAPTER 15: State laws for the Arizona Department of Weights and Measures. The governing laws for the Department, the weights and measures programs and registered service programs are included in Title 41.**

**ARIZONA ADMINISTRATIVE CODE TITLE 20, CHAPTER 2: Administrative Rules for the Arizona Department of Weights and Measures. Provides a more detailed explanation of state law and includes legal requirements for weights and measures programs including registered service programs.**

**5. ENFORCEMENT TAGS.** As stated above, a benefit of being a RSR is that you have the authority to remove an enforcement tag after a device has been repaired. Tags will contain the violation citation from statute, rule and/or Handbook. This will give you the needed information to fix the device. (That's why you need to have your reference materials with you!) The Department issues three types of enforcement tags:

**OUT OF SERVICE TAG** is a **red tag** that signifies that a commercial device does not meet legal requirements and that the owner or operator cannot use the device commercially until repaired. A RSR can place a device back into service and remove the red tag once the device meets Handbook 44 requirements.

**STOP-SALE STOP-USE TAG** is a **blue tag** that signifies that an owner or operator cannot sell a commodity or use a commercial device, including a vapor recovery system component, or liquid fuel, because it does not meet legal requirements. A RSR cannot place a device back into service and remove the blue tag until the Department grants specific approval.

**WARNING TAG** is a **yellow tag** that signifies a commercial device does not comply with legal requirements (generally the violation is in favor of the consumer) and the device may only be used within the period specified on the tag but not after unless the device is in compliance. A RSR can permanently remove the yellow tag once the device meets Handbook 44 requirements.

**YOU CAN REMOVE AN ENFORCEMENT TAG TO REPAIR THE DEVICE. IF YOU CANNOT REPAIR THE DEVICE, YOU MUST REPLACE THE TAG BEFORE LEAVING THE PREMISES.**

**6. DEVICE LICENSE APPLICATION/PLACED-IN-SERVICE-REPORT (PISR).** The Department frequently uses the term "PLACED IN SERVICE" which means a RSR has certified that a commercial device is accurate and

correct. Per Handbook 44, a piece of equipment is **ACCURATE** when its performance, value, indication, delivery, recorded representations, capacity or actual value, etc., as determined by tests made with suitable standards, conforms to the standard within the applicable tolerances and other performance requirements. A piece of equipment is **CORRECT** when, in addition to being accurate, it meets all applicable specification requirements.

**A PLACED IN SERVICE REPORT (PISR)** is the form required to be used by a RSR after placing a commercial device in service or permanently removing a licensed device from service. Specifically The PISR is to be completed for:

- \* any tagged device placed into service;
- \* any new or used device placed into service;
- \* any new or used parts installed on a device placed into service;
- \* any current licensed devices installed at new locations; or
- \* removal of any licensed commercial device.

A copy of the PISR must be given to the business owner or operator at the time a device(s) is placed into service or a tag is removed. **The original must be forwarded to the Department within 7 calendar days.** The second copy of the PISR must be retained by the RSA.

**SEE ADDENDUM FOR TIPS ON COMPLETING A PLACED IN SERVICE REPORT.**

## REFERENCE MATERIAL

**YOU ARE REQUIRED TO HAVE ACCESS TO HANDBOOK INFORMATION WHILE PERFORMING DUTIES OF A RSR.**

**HANDBOOKS:** Copies of the Handbooks can be purchased from the US Government Printing Office, Superintendent of Documents, Mail Stop SSOP, Washington DC 20402-9328, phone 202-512-1800 or the National Conference on Weights and Measures. **ONLINE ACCESS:** go to <https://dwm.az.gov>, click on LEGAL, click on the specific Handbook.

**C of C #s:** Go to <https://dwm.az.gov>, click on Business RSR, click on NTEP C of C data base, click on SEARCH NCWM NTEP C of C.

**ARIZONA STATUTES AND RULES:** Go to <https://dwm.az.gov>, go to statutes and rules, find RSA/RSR header. Then click on any related

**FEE CODES:** These are used to define the type of device on the PISR. A current listing is included at the end of this instruction.

## EQUIPMENT CERTIFICATION

Weights and testing equipment, used in performance of licensed duties, must be certified annually by the Department's metrology laboratory. A certificate of approval that specifically identifies the test equipment or that is issued by another state laboratory may be accepted in lieu of submitting equipment if the other state laboratory is certified by the national institute of standards and technology and the report is dated within the previous 12 months. If you are certified in the state of California, the only two NIST-traceable laboratories are LA County and Sacramento. Equipment must be properly maintained after certification or it is subject to confiscation.

New equipment shall not be used until it is certified. Newly acquired equipment or changes in certified equipment must be reported to the Department within 10 days of the acquisition or change. You are required to make the initial appointment with the Metrology Laboratory to have your standards certified. After your equipment has been certified, the Metrology Lab will contact your agency to schedule your equipment for re-certification during your anniversary month.

## DEPARTMENT ENFORCEMENT

The Department will monitor RSR repairs, installations and reporting requirements. Your employer will be notified, in writing, when the Department determines that an improper repair or installation was performed or if a non-compliant PISR was submitted. Continued violations can result in the Department suspending, revoking or not reissuing your license and/or assessing a civil penalty.

## **CIVIL PENALTIES**

A RSR who violates Title 41, Chapter 2, any rule of the Department or any license requirement is subject to a civil penalty imposed by the director. The civil penalty shall not exceed five hundred dollars for each infraction nor more than five thousand dollars for any thirty day period.

Please note that a civil penalty will be issued to a business with a licensed device if the device is out of tolerance in favor of the retailer.

## **PLEASE CONTACT US FOR FURTHER INFORMATION:**

Licensing:	Sara Kumaraswamy	602-771-4935	<a href="mailto:skumaraswamy@azda.gov">skumaraswamy@azda.gov</a>
Metrology Lab/Certification:	Brian Sellers	602-771-4938	<a href="mailto:bsellers@azda.gov">bsellers@azda.gov</a>
Civil Penalties:	Demian DeSantiago	602-771-4948	<a href="mailto:dsantiago@azda.gov">dsantiago@azda.gov</a>
Website:			<a href="https://dwm.az.gov">https://dwm.az.gov</a>
Out of Phoenix Metro:	Toll Free	1-800-277-6675	



# ARIZONA DEPARTMENT OF WEIGHTS AND MEASURES

1688 W. Adams St., Phoenix, AZ 85007 <https://dwm.az.gov>  
Phone: 602-771-4920 or 1-800-277-6675 (Outside of Phoenix Metro)  
Agency contact: Damien DeSantiago (602) 771-4948  
State Ombudsman 602-277-7292

## DEVICE LICENSE APPLICATION / PLACED IN SERVICE REPORT

A.R.S. §41-2065

PAGE \_\_\_\_ OF \_\_\_\_

BUSINESS NAME:			STORE # :	BMF# (IF ISSUED):	
PHYSICAL LOCATION:		CITY:	STATE	Arizona	ZIP CODE
CONTACT:	PHONE:	FAX:	E-MAIL		
OWNER/ LICENSEE:		BILLING PHONE:	RSA AGENCY:		RSA #
BILLING ADDRESS:		CITY:	ZIP CODE:	RSR EQUIPT.SN #:	RSR #

<b>SELECT DEVICE TYPE</b>	<b>* DEVICE SERVICE CODES:</b>	<b>LOCATION CODES (Scales Only):</b>
<input checked="" type="radio"/> Scales <input type="radio"/> Fueling Device <input type="radio"/> LPG/Taxi	R: Repair A: Add a Device(s) N: New Location with New Devices O: Device(s) Removed	R: Register Number O: Other B: Bakery M: Meat Dept. P: Produce D: Deli

	FEE CODE	SERVICE CODE	DEVICE MANUFACTURER	MODEL NUMBER	SERIAL NUMBER	INDICATOR SERIAL #	LOCATION CODE	NTEP C of C NUMBER	TAG #
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									

**OWNER/LICENSEE** I will abide by Arizona law pertaining to device use and licensing specified in ARS Title 41, Chapter 15 and ARS §28-4033 and I am subject to civil penalty if a violation occurs (ARS 41-2115).

OWNER/LICENSE NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_

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)

RSR NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE

## **INSTRUCTIONS FOR COMPLETING THE DEVICE LICENSE APPLICATION & PLACED IN SERVICE REPORT:**

1. Complete the business name, contact and location information. Please indicate the BMF # if one has been previously issued.
2. Complete the Owner/Licensee information. If the Owner/Licensee is an INDIVIDUAL a Licensing Eligibility Form **MUST** be completed and submitted. This form is available online at [www.az.gov](http://www.az.gov) Click on "Forms" then on "Licensing Eligibility Requirements."
3. Complete the billing information. If the information is the same as the location information, you can indicate "same as above."
4. If a [Registered Service Agency \(RSA\)](#) is used, indicate the Agency name and the technician's RSR license number, who is installing or repairing the device.
5. Use a separate line to indicate pertinent information for each device. (Indicators should be shown as separate device, since they have a unique serial number.) FEE CODE, SERVICE CODE AND SERIAL NUMBER MUST BE COMPLETED FOR EACH DEVICE. NTEP NUMBERS ARE REQUIRED FOR ALL DEVICES INSTALLED AFTER 1-1-75. A TAG NUMBER IS REQUIRED FOR ALL TAGGED DEVICES BEING REPAIRED.
6. The RSR must indicate the equipment serial numbers of equipment used to install or repair the device. This equipment must have a current certification.
7. Both the Owner/Licensee and RSR must sign the form. The Owner/Licensee must also date the form.
8. Additional forms can be used when there are more than 10 devices. Indicate the number of total pages, where indicated at the lower right of the form.
9. Completed forms must be sent to the Department within 7 days of the service date.
10. When an RSR is replacing a device, the serial number of the obsolete device must be noted. Use service code "" for devices that have been replaced.
11. USE CORRECT SERVICE CODES, such as service code "A" for devices that have been added.
12. FEE CODE SCHEDULES CAN BE OBTAINED FROM THE DEPARTMENT WEBSITE AT [www.az.gov](http://www.az.gov) UNDER BUSINESS: DEVICE LICENSING

## **VIOLATIONS AND ENFORCEMENT ACTION:**

**The device Owner/Licensee is responsible for the accuracy of the device. A civil penalty may be issued to the Licensee if the device is inaccurate. A civil penalty may be issued to the RSR if this form is incomplete, incorrect or not timely submitted to the Department.**

Pursuant to A.R.S. §41-1079, the following information is provided to the Owner/Licensee for a commercial device license:

## **APPLICATION PROCESS:**

A license is required for any commercial weighing device. The license must be obtained within 30 days following the first day of commercial use for original installations (of each device). On transfer of a license, new licensees shall notify the Department of the licensee's name and address and the location of the device(s). NTEP-approved devices shall be the only devices allowed for commercial use. The Department or any Registered Service Agency has a listing of NTEP-approved devices.

The Device License Application & Placed in Service Report must be completed and signed by the Owner/Licensee and submitted to the Department within 7 days of the service date. A Registered Service Agent or Department Inspector can complete the license application detail for the Owner/Licensee. However, the Owner/Licensee must sign the application acknowledging the information and certifying to abide by pertinent laws and administrative rules.

The Department will review the application and process it according to licensing time frame rules. The Licensee will be billed for the device(s) and must remit the amount in full prior to the license being issued.

## **LICENSING TIMEFRAMES (Reflects maximum time allowed by AAC R20-2-108):**

Administrative Review Timeframe: 10 days

Time to Respond to Deficiency Notice: 20 days

Substantive Review Time Frame: 30 days

Time to Respond to Request for Additional Information (Business): 20 days

Overall Time Frame: 40 days

## **AGENCY CONTACT PERSON FOR LICENSING ASSISTANCE:**

TECHNICAL & VEHICLE QUESTIONS: (602) 771-4935

LICENSING QUESTIONS: Sara Kumaraswamy 602-771-4935

STATE OMBUDSMAN: 602-277-7292

AZ DEPARTMENT OF WEIGHTS AND MEASURES

EFFECTIVE OCTOBER 3, 2015

FEES, PENALTIES AND CHARGES

CODE	DESCRIPTION	AMOUNT
<b>WEIGHING DEVICES - ARS 41-2092A</b>		
001	0-500 pound capacity	\$12.00
002	501-2,000 pound capacity	\$18.00
003	2,001-7,500 pound capacity	\$36.00
104	7,501-20,000 pound capacity	\$80.00
004	20,001-60,000 pound capacity	\$120.00
005	60,001 pound capacity and greater	\$180.00
039	Portable Batch Plants	varying
Livestock scales must be licensed if used more than 30 days/yr.		

CODE	DESCRIPTION	AMOUNT
<b>LIQUID METERING DEVICES (METERS) OTHER THAN LIQUIFIED PETROLEUM GAS (LPG) - ARS 41-2092A</b>		
006	Maximum 12 gallons per minute (gpm)	\$12.00
007	Maximum 13-150 gpm	\$36.00
008	Maximum 151-500 gpm	\$90.00
009	Maximum 501-1,000 gpm	\$138.00
010	Maximum 1,001 gpm and over	\$168.00

CODE	DESCRIPTION	AMOUNT
<b>MOTOR FUEL DISPENSERS OTHER THAN FOR LPG ARS 41-2092A</b>		
011	One meter or blending valve (includes Diesel Exhaust Fluid (DEF))	\$15.00
012	Two meters or blending valves	\$30.00
013	Three meters or blending valves	\$45.00
014	Four meters or blending valves	\$60.00
015	Five meters or blending valves	\$75.00
016	Six meters or blending valves	\$90.00
017	Seven meters or blending valves	\$105.00
018	Eight meters or blending valves	\$120.00
019	High volume (over 19 gpm) diesel per hose & nozzle	\$15.00
020	Key lock, limited access w/ accumulators, per hose & nozzle	\$22.50
022	Remote indicator and/or control unit (accessory only)	\$22.50
<b>VAPOR RECOVERY TEST (AREA A)</b>		
211	One meter or blending valve	\$30.00
212	Two meters or blending valves	\$60.00
213	Three meters or blending valves	\$90.00
214	Four meters or blending valves	\$120.00
215	Five meters or blending valves	\$150.00
216	Six meters or blending valves	\$180.00
217	Seven meters or blending valves	\$210.00
218	Eight meters or blending valves	\$240.00

CODE	DESCRIPTION	AMOUNT
<b>LIQUID MEASURING DEVICES LPG (METERS) - ARS 41-2092A</b>		
027	Small bottle fill measuring devices	\$24.00
028	Motor fuel measuring devices, uncompensated	\$24.00
029	Motor fuel measuring devices, temperature compensating	\$48.00
030	Motor fuel measuring devices, keylocks	\$48.00
031	3/4" and 1" meters, uncompensated	\$48.00
032	1 1/4", 1 1/2" and 1 3/4" meters, uncompensated	\$72.00
033	2" meters and larger, uncompensated	\$72.00
034	1 1/4", 1 1/2" and 1 3/4" meters, temp compensating	\$90.00
035	2" meters and larger, temperature compensating	\$96.00
036	3/4" and 1" meters, temperature compensating	\$54.00
040	Natural gas filling devices	\$48.00

CODE	DESCRIPTION	AMOUNT
<b>MISCELLANEOUS DEVICES - ARS 41-2092A</b>		
037	Taxi linear measuring devices	\$24.00
301	Other linear measuring devices	\$12.00
302	Other time measuring mechanical, electrical & electronic devices	\$12.00
300	All mechanical and electronic counting devices	\$12.00

CODE	DESCRIPTION	AMOUNT
<b>OTHER FEES, PENALTIES AND CHARGES</b>		
050	Public Weighmaster - ARS 41-2092C	\$48.00
048	Deputy Weighmaster - ARS 41-2092C	\$0.00
049	Limited Weighmaster - ARS 41-29092C	\$0.00
051	Registered Service Agency - ARS 41-2092C	\$24.00
052	Registered Service Representative - ARS 41-2092C	\$4.80
053	Metrology Certification - ARS 41-2067H	\$110/HOUR (\$50 MIN.)
054	Commercial Livestock Scales - ARS 41-2091E	same as device
See	NonCommercial Device Testing - ARS 41-2091E	same as device
056	VR Stage I Area A, Authority to Construct - ARS 41-2132D	\$250.00
057	VR Stage I Area B, Authority to Construct - ARS 41-2132D	\$250.00
058	VR Stage II, Authority to Construct - ARS 41-2135D	\$250.00
060	Public Record Request ARS 39-121.01D1	varying
	Commercial and Non-Commercial Requests	
	Copies	\$ .20/page
	Computer Reports	\$ .02/kb
	Diskettes/CDs	\$ 1.00/disk
	Commercial Requests (includes Non-Comercial Fees)	\$ .15/record
	Over 30 minutes staff time	\$25/hour
061	Civil Penalty - ARS 41-2115A	varying
062	Credits	varying
063	<b>LATE PAYMENT PENALTY - ARS 41-2092F</b>	<b>SEE BELOW</b>
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 licensee duties.