



Q: What will happen if my scale, gas pump or other measuring device isn't measuring accurately?

A: Measurement Canada uses a graduated enforcement approach. If your device is found to be measuring inaccurately or installed or used incorrectly, Measurement Canada may:

- issue a notice of non-compliance with a request to repair the device within 14 days
- prevent your device from being used until it is repaired, when the error is significant and results in your customers not receiving what they paid for
- issue an information letter or a warning letter
- issue a notice of violation with a financial penalty



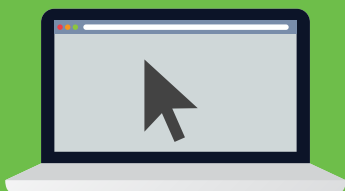
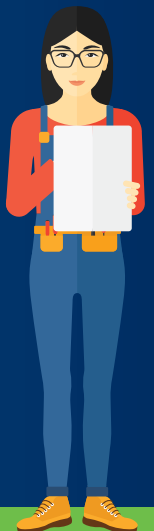
Even if your device is measuring accurately, Measurement Canada may also issue a notice of infraction if:

- your measuring device has not been inspected according to mandatory recertification frequencies
- you are not using your measuring device properly
- you do not give a Measurement Canada inspector access to your device or reasonable assistance to inspect it

Q: What types of measurement issues can result in my receiving a penalty from Measurement Canada?

- A:
- Significant or repeated measurement errors against consumers
 - Improper device use
 - Devices being overdue for mandatory recertification or for repairs

These are just some of the issues that can result in a penalty. Penalties range from \$250 to a maximum of \$2,000 per violation.



For more information about Measurement Canada's enforcement policy, visit canada.ca/measurement-canada.