



Arizona Department of Agriculture

Weights and Measures Services Division
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REGISTERED SERVICE REPRESENTATIVE (RSR) STUDY GUIDE

BENEFITS

As a licensed Registered Service Representative (RSR), you have the authority and responsibility to place a new or used commercial device into service, or to remove an enforcement tag after correctly repairing a commercial device. The work performed by licensed RSRs is greatly important to ensure the accuracy of weights and measures and maintain equity in the marketplace for both businesses and consumers.

LICENSING PROCESS

No person can act as a RSR until licensed by the Department of Agriculture, Licensing Division. In order to be licensed, an applicant must complete a competency exam and complete the RSR license application. Additionally, RSRs who test vapor recovery systems are required to complete a training class before taking the competency exam and every 3 years thereafter. The training class for a vapor recovery RSR may be waived for up to 12 months by the Division per A.A.C. R3-7-601(D)(1). Information regarding testing times and license application requirements may be found on the Department of Agriculture, Weights and Measures Service Division website at:

<https://agriculture.az.gov/weights-measures/licensing/registered-service-representative-or-agent>

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 (RSA).
2. You are lawfully present in the United States.

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)
4. 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.

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 - WHAT YOU NEED TO KNOW TO PASS THE TEST:

There are separate RSR tests for each of the following technical areas: small scales, large scales, fuel dispensers, propane, and water meters. Each test consists of 30 questions, covering both general knowledge and technical knowledge.

You are encouraged to use the Divisions self-study training course highlighting the information below, including how to find needed information in Handbook 44 and 112 and on the Internet and completing a placed-in-service report. The self-study training course does NOT cover technical information included in Handbook 44 for each area of expertise.

A copy of the self-study training course can be found under the section titled “What Do I Need to Know to Pass the Test?” at <https://agriculture.az.gov/weights-measures/licensing/registered-service-agency-or-representative>.

1. **TECHNICAL INFORMATION RELATED TO YOUR AREA OF EXPERTISE** (eg. small scales, large scales, fueling dispensers, water meters). You must obtain a copy of 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 will need to study those sections that relate to your area of expertise. Handbook 112, is optional and provides a cross-reference for finding specific device testing requirements under Handbook 44. NIST Handbooks are available at <https://www.nist.gov/pml/weights-and-measures/nist-handbooks>.

Sections of Handbook 44 to Study:

Handbook Section Number	Section Title	Area of Expertise
1.10	General Code	All
2.20	Scales	Small Scale, Large Scale
3.30	Liquid Measuring Devices	Fuel Meters, Water Dispensers, other Liquid Measuring Devices
3.32	Liquified Petroleum Gas and Anhydrous Ammonia Liquid-Measuring Devices	Propane

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 Type Evaluation Program (CTEP). Type Evaluation Programs establish a uniform set of criteria and test procedures to evaluate commercial devices and assurance that a device meets the design requirements and is capable of meeting performance requirements of Handbook 44.

The only exemption to installing an NTEP or CTEP device is a device that has been grandfathered by the Department. According to Arizona Administrative Code (AAC) R3-7-201, a device is considered to be grandfathered if it was installed prior to 1975 and was continually licensed or used in Arizona by the owner since installation. In addition, the device must meet Handbook 44 performance requirements after repair.

3. CERTIFICATES OF CONFORMANCE (C of C #s). NTEP and CTEP issue a CERTIFICATE OF CONFORMANCE (C of C) when the device has passed all testing requirements. The Certificate of Conformance indicates the device model, manufacturer, installation requirements and any other specific requirements. The Department requires the NTEP or CTEP Certificate of Conformance 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 ON THE NTEP OR CTEP Websites (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.)

ARS TITLE 3, CHAPTER 19 State laws for the Arizona Department of Agriculture, Weights and Measures Services Division. **The governing laws for the Registered Service Agencies and Representatives are included in Articles 4 and 5.**

AAC TITLE 3, CHAPTER 7 Arizona Administrative Code for the Arizona Department of Weights and Measures. The Arizona Administrative Code (administrative rules) provides a more detailed explanation of state law and includes legal requirements for weights and measures programs including registered service programs. The rules regarding Registered Service Agencies and Representatives are included in Article 6.

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 permanently 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 or use a commercial device, including a vapor recovery system component, commodity or liquid fuel, because it does not meet legal requirements. A RSR cannot place a device back into service and permanently 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 error 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. 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, repairing a device following an enforcement tag, 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 (either electronic or hardcopy) 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.** Copies of Placed in Service Reports must be maintained by the RSA for one year. Instead of completing paper forms, RSRs may obtain user names and passwords to complete Placed in Service Reports online. Refer to the attached Addendum and the Self-Study Course on the Division website for tips on completing a Placed in Service Report.

EQUIPMENT CERTIFICATION

Weights and testing equipment, used in performance of licensed duties, must be certified annually by the Division's metrology laboratory. A certificate of approval that specifically identifies the test equipment and 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 (NIST) and the report is dated within the previous 12 months.

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 Division 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 RSA to schedule your equipment for re-certification during your anniversary month.

ENFORCEMENT

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

CIVIL PENALTIES

A RSR who violates Title 3, Chapter 19, any rule of the Division or any license requirement is subject to a civil penalty imposed by the associate director. The civil penalty shall not exceed one thousand dollars for each infraction nor more than thirty to fifty 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.

REFERENCE MATERIAL

The summary table below contains internet links to the materials need to become an RSR. If you do not have internet, these materials may be reviewed at the Division by setting an appointment at 602-542-4373.

Reference Material	Website Link
RSR/RSA Licensing Information	https://agriculture.az.gov/weights-measures/licensing/registered-service-representative-or-agent
Handbook 44 and 112	https://www.nist.gov/pml/weights-and-measures/nist-handbooks#
NTEP C of C	http://www.ncwm.net/ntep/cert_search
CTEP C of C	https://www.cdfa.ca.gov/dms/ctep.html
Arizona Revised Statutes (ARS), Title 3, Chapter 19, Articles 4 and 5	https://www.azleg.gov/arsDetail/?title=3 (See Chapter 19)
Arizona Administrative Code (AAC), Title 3, Chapter 7, Article 6	http://apps.azsos.gov/public_services/Title_03/3-07.pdf
Arizona Licensing Fee Codes	https://agriculture.az.gov/weights-measures/licensing (See Fees, Penalties, and Charges under Important Documents)

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

PLEASE CONTACT US FOR FURTHER INFORMATION:

Division	Phone Number	Email
Licensing	602-542-3578	licensing.wmsd@azda.gov
Compliance	602-542-4373	dwm@azda.gov
Metrology	602-771-4938	bsellers@azda.gov
Website	https://agriculture.az.gov/weights-measures-services-division	

Addendum – Placed In Service Report (PISR) Tips
 (see the RSR Self-Study Course for more detailed instructions on completing a PISR)

STEP 1: Complete Header Information
 The BMF can be obtained from the device license.
 If it is an unlicensed location, please enter "NEW"

WEIGHTS AND MEASURES		ARIZONA DEPARTMENT OF AGRICULTURE		DEVICE LICENSE APPLICATION	
AZDA		WEIGHTS AND MEASURES SERVICES DIVISION		PLACED-IN-SERVICE REPORT	
1688 W. Adams Street, Phoenix, AZ 85007		Phone: 602-542-4373 Fax: 623-939-6686 https://agriculture.az.gov		A.R.S. § 3-3414 PAGE ___ of ___	
State Ombudsman: 602-277-7292		REGISTERED SERVICE AGENCY:		RSA #: RSR #:	
BMF # (IF NEW LOCATION WRITE "NEW"):		BUSINESS NAME:			
PHYSICAL ADDRESS:			CITY:		ZIP CODE:
LOCATION CONTACT(S):				STORE # (IF APPLICABLE):	
LOCATION E-MAIL:		PHONE:		FAX:	
OWNER/LICENSEE:				BILLING PHONE:	
BILLING ADDRESS:			CITY:		STATE: ZIP CODE:

DEVICE TYPE	DEVICE SERVICE CODES	LOCATION CODES (Scales Only)	RSA EQUIPMENT SERIAL #'s:
<input type="checkbox"/> Scales <input type="checkbox"/> Fueling Device <input type="checkbox"/> LPG <input type="checkbox"/> Other	R: Repair A: Add Device(s) N: New Location w/ New Devices O: Remove Device(s)	B: Bakery M: Meat Dept. P: Produce D: Deli O: Other R: Register	STEP 7: serial # of test equipment

	SERVICE CODE	FEE CODE	MANUFACTURER	MODEL	SERIAL	NTEP Certificate of Conformance # (CC)	LOCATION CODE OR	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 A.R.S. Title 3, Chapter 19, and am subject to civil penalty if a violation occurs (A.R.S. § 3-3475).		
OWNER/LICENSEE NAME	SIGNATURE	DATE
RSA/RSR: I have complied with all Arizona legal requirements relating to the Division's RSA/RSR program and am subject to a civil penalty if a violation occurs (A.R.S. § 3-3475).		
RSR NAME	SIGNATURE	DATE

STEP 2:
 Enter the Service Code.
 Note: O = device removed is as important as other service

STEP 3:
 Enter the device Fee Code. This comes from the fee code listing found on the website under Weights and Measures Licensing

STEP 4: Enter the device manufacturer information found on the nameplate of the device. If it is missing, report it to the Division

STEP 5:
 Enter the device NTEP C of C #. This can be found online by searching for "NCWM NTEP"

STEP 8:
 Enter the tag number if applicable

STEP 9: Business owner/operator and RSR print name, sign, and date

STEP 6:
 Enter the scale location code or the pump number if it is a fuel dispenser