OUT OF ORDER
WARNING! DO NOT REMOVE THIS TAG

My station had one or more pumps removed from service and a “red tag” placed on them...what do I need to do now?

**OPTION 1:** Contact a registered Service Agency. It is your responsibility to verify that the Service Agency is registered with the California Department of Food and Agriculture/Division of Measurement Standards. A licensed Service Agent employed by a registered Service Agency can make repairs to a commercial device and place it back into service pending reinspection by the Sealer. As required by law (California Business and Professions Code Section 12515), it is the responsibility of the person having made the repairs and/or adjustments to notify our Department within 24 hours after the repairs and/or adjustments have been made. This requirement also applies to **OPTION 2** below.

A list of registered Service Agencies and licensed Service Agents can be found at [http://www.cdfa.ca.gov/dms/programs/rsa/rsaListings/rsaListings.html](http://www.cdfa.ca.gov/dms/programs/rsa/rsaListings/rsaListings.html)

**OPTION 2:** You can repair and/or adjust the pumps yourself, or use a non-licensed repair person to make the repairs and/or necessary adjustments. **IMPORTANT:** **ONLY A WEIGHTS & MEASURES SEALER OR A REGISTERED SERVICE AGENCY CAN REMOVE AN “OUT OF ORDER” TAG AND PLACE A DEVICE BACK INTO SERVICE.** If choosing this option, leave the “Out of Order” tag on the pump and keep the pump out of service. Contact our Department at (562) 622-0409 and indicate that the pump(s) have been repaired and are ready to be re-inspected. Whether speaking to a live person or leaving a voicemail message, please provide the following information: name, brand, and address of your station. If you know the Inspector’s name, that would also be very helpful.

We cannot guarantee a time when our Inspector will return for the re-inspection, but it will be made a priority. Also keep in mind that our normal working hours are Monday-Thursday 7AM-5:30PM.

**NOTE:** If the Inspector is not contacted or notified within 30 days, he/she will return to re-inspect the station. If the pumps have been placed back into service, the Inspector will need to verify who made the repairs and/or adjustments. If you made the repairs and or adjustments or you do not have proof of who made the repairs and/or adjustments, a Notice of Violation may be issued to the station for removing a sealer’s tag(s) and for placing the device(s) back into service.