



### **Install, Calibrate & Maintain**

On-time project completion

Optimized set up & configuration

Effective data integration

Reduced operating costs

Safe & productive operation

## **Essential Services** for Dependable Performance

**METTLER TOLEDO**

# Accuracy Isn't Accidental

## Our Services Deliver

- Proper equipment application
- Accurate, safe, effective operation
- Optimized uptime and scale life
- Compliance with standards
- Cost-effective maintenance

METTLER TOLEDO produces the highest quality Transport and Logistics equipment – designed for years of dependable operation. However, whatever make of our Transport and Logistics equipment you are using, to gain maximum benefit it must be properly installed, calibrated and maintained. Our qualified and equipped specialists provide timely local and personal service, backed by global depth and expertise. You get professional, factory service with superior results, tailored to your budget and needs

### The ServiceXXL portfolio

- Needs analysis and consultation
- Installation and commissioning
- Calibration
- Proactive maintenance
- Emergency on-site repair
- Modernization and upgrades
- Service parts logistic
- Guaranteed response
- Comprehensive agreements

### Measurable value

The value of a measurement is proportional to its accuracy. After you have made your investment in new equipment, we will ensure that it is installed, commissioned and tested in order to provide you with trouble-free start.

Proper calibration with traceable results is the only way to certify accuracy. Working together with your on-site engineers this service can be accompanied by initial calibration, operator training and equipment validation.

### Calibration, Proactive Maintenance and Parts Logistics

Increased uptime gives increased revenue. Proactive maintenance and parts logistics is essential to increase uptime on your T&L equipment. To have parts available for proactive maintenance we offer supply chain as follows:

- Spare parts kit on site
- Spare parts in logistic centres (delivery within 1-2 days)
- Spare parts delivery from Cargoscan (delivery within 2 weeks)

Our approach to service is not just about fixing a breakdowns, it is also about accurate results from routine calibration.

- Calibration audits – Pass/Fail check to relevant tolerances
- Custom calibration (acceptance test) – Procedures to your specification

# Certified Accurate

## In Three Steps



### Installation, Configuration, and Integration

Our service representatives are specialists on Transprot and Logistics equipment delivered by METTLER TOLEDO. We make certain that your equipment is ready for production in a cost effective and timely fashion.

Your Benefits:

- Correctly installed, adjusted and connected equipment
- Functions configured to meet application requirements
- Communications to peripherals and systems tested
- Sequences set to enhance operator productivity
- Operational and user maintenance procedures reviewed

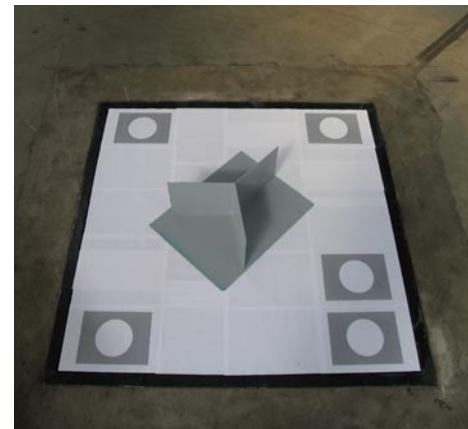


### Initial Calibration Documentation

The installation, environment, application and requirements for each of our equipment are unique and performance must be tested. Our calibration procedure documentation and custom made acceptance test will ensure production quality.

Your Benefits:

- Reference results traceable to specified standards
- Tests for accuracy throughout system ranges
- Accuracy checked at multiple positions on the conveyor/table
- Concise and purposeful design of calibration documentation including use of checklists

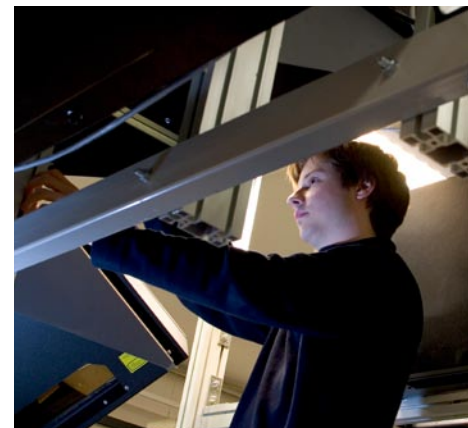


### Periodic Calibration Maintenance

A Calibration Maintenance Service Agreement provides on-going confidence in your equipment delivered by METTLER TOLEDO. We offer a variety of calibration and maintenance service plans that are scheduled to meet your needs.

Your Benefits:

- Confirm equipment performance
- Maintain documented evidence of accuracy
- Avoid non-compliance in quality audits
- Control costs and budget predictability
- Reduce product give-away and/or over-charges
- Lower out-of-specification product liability



# Target Services

## To Optimize Your Resources

ServiceXXL includes an extensive range of services to help you preserve the value of your investment and meet the demands of your business. The primary aim of our Service Network with respect to customer care is to meet world-wide customers uniformly across the globe, giving the same high level of service quality regardless of location.

### Comprehensive Service Agreement

A Comprehensive Service Agreement is tailored to provide services appropriate for the use, duty cycle and criticality of measurements in your operation. It includes cleaning, preventative maintenance, parts, labour, and travel and guaranteed response time for repairs. This is your most cost-effective assurance against downtime, low quality results and unbudgeted expense.

### Customer Specific Requirements

METTLER TOLEDO is responsible for being thoroughly familiar with the needs and specific customer requirements on a local basis. It includes needs for local spare parts stock, special service reports, customer technical training, failure analysis, product change approval, interaction with system integrators, work station logbooks and other particulars.

### Repair Services

METTLER TOLEDO is your single source for maintenance and repair on METTLER TOLEDO Cargoscan equipment. In spite of best efforts to prevent untimely breakdown, there will always be situation where reactive intervention is necessary. We will mobilize and provide services and parts in a cost-effective manner to quickly get you up and running.

[www.mt.com/service](http://www.mt.com/service)

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