

# WEIGHING SYSTEMS SERVICE, CALIBRATION AND SUPPORT



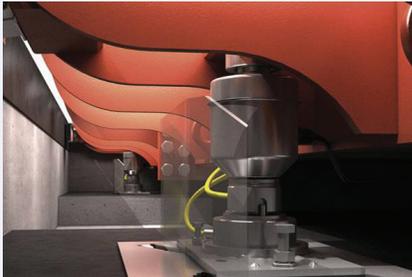
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# SERVICE AND SUPPORT

Our maintenance plans are designed to give you the time to focus on the efficient running of your business without having to worry about breakdowns.

Weightron Bilanciaci, part of the renowned Bilanciaci Group, have been at the forefront of electronic weighing equipment design for over 35 years. This experience underpins our knowledge and expertise when it comes to providing support for our weighing equipment and systems across a broad spectrum of industries. A key advantage is that we design and build the critical measuring chain components within our weighing systems. This includes load cells, weight indicators and weighing software.

We can provide support for our own and other manufacturers' weighing systems and scales.



## Customer service and support

When you contact us, you will talk directly with one of our experienced service operators who will be able to access an overview of your equipment and history of past service visits.



## Dedicated maintenance plans

Our service contracts are built around your exact requirements and may range from a simple annual calibration for a single scale, through to a site-wide contract for a diverse range of weighing equipment and instrumentation.



## UKAS calibrations

We are also a recognised UKAS Calibration Laboratory, allowing our engineers to carry out UKAS calibrations on a range of weighing scales.



## Software support

Our software packages are designed to provide versatility, integration and control. To ensure optimum operational functionality, we offer a comprehensive software support service with a dedicated support hotline.



## Nationwide cover

We have fully trained field-based engineers strategically located throughout the UK and Eire. This ensures we can react quickly and efficiently to any service related issues.

# OUR SERVICE AND CALIBRATION COVER PLANS

Weightron offer different plans to suit your needs and budget

## Standard Cover S

This level of cover provides planned visits to inspect, service and calibrate your weighing systems. If relevant, visits will be scheduled in line with your ISO quality system requirements.

## Standard Cover Plus S+

This level of cover includes all the benefits of our Standard Cover, plus emergency call outs to attend breakdowns on faulty equipment covered under the service contract agreement. In addition, it also includes all labour costs associated with the fitting of any spare parts which fail through 'fair wear and tear' on the equipment covered by the service agreement. Please note it excludes the costs of any spare parts fitted.

## Inclusive Cover INC

Our comprehensive Inclusive Cover offers all the benefits of Standard Cover Plus together with the major addition of covering the cost of replacement spare parts, including load cells. It also includes the costs of associated labour to maintain and repair any item of equipment covered by the service agreement which fails through 'fair wear and tear'.

## Optional

Software Support Contracts can be added to any Service Level Agreement. Please contact us for more details.

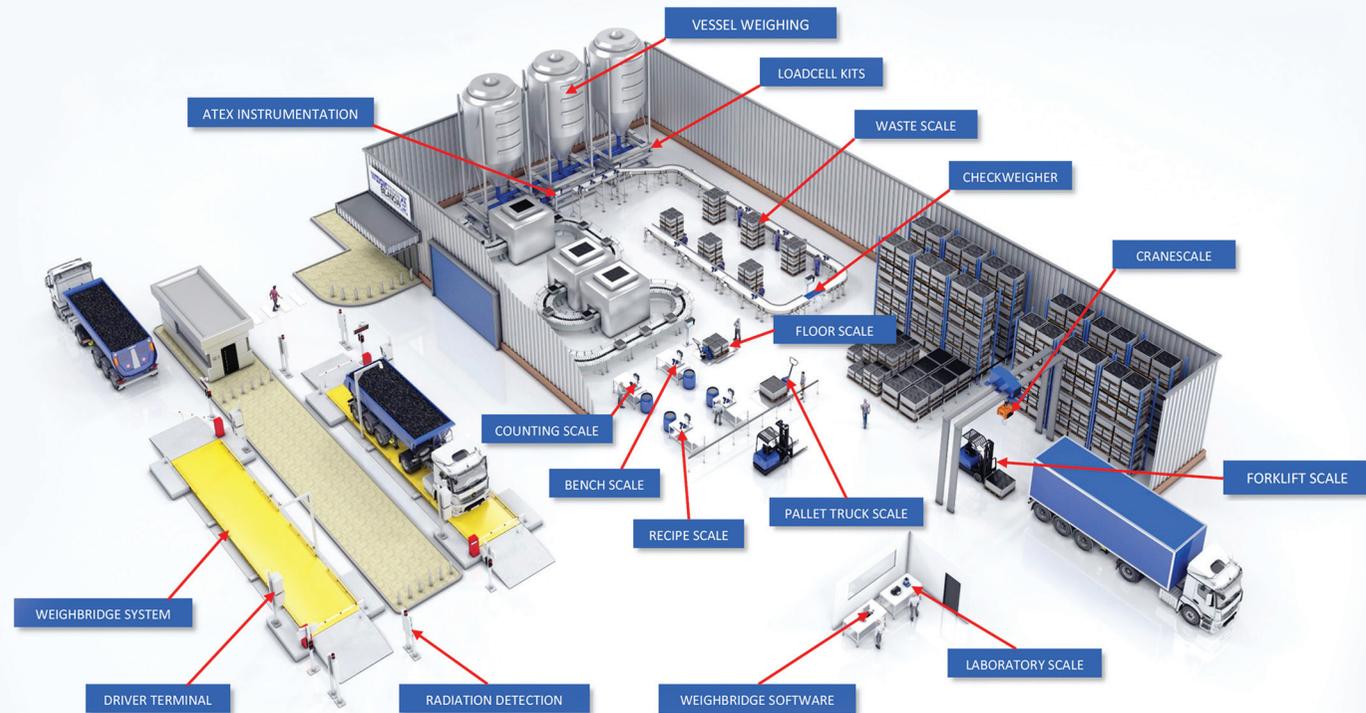
We encourage owners of weighbridges, weighing scales and systems to carry out regular inspections of their equipment. Simple preventative measures can avoid unnecessary breakdowns and we have published a simple guide on how to look after these important assets. This is available on request.

	S	S+	INC
Planned maintenance preventative visits	●	●	●
Breakdowns/ emergency call outs		●	●
All travel associated with planned visits	●	●	●
Labour to fit parts failing due to 'fair wear and tear'		●	●
Calibration visits	●	●	●
Traceable calibration certificates	●	●	●
Electronic parts			●
Load cells			●
Technical advice	●	●	●
Software support		Optional	

Our service engineers are qualified to service and calibrate a full range of equipment including:

- Weighbridges
- Floor and bench scales
- Check weighers and counting scales
- Crane and overhead track scales
- Forklift and pallet scales
- Process weighing systems
- Silo, tank and hopper scales
- Liquid filling systems
- Software and instrumentation
- Medical scales

# COMPLETE WEIGHING SOLUTIONS



FM 584346



Membership of the UK Weighing Federation,  
Membership No 1070

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