

Understanding Your Service Agreement

Common Service Descriptions

The following describes some of our common services offered on service agreements. These give you an overview of the service provided by your Service Technician.

Name	Description
Basic Preventive Maintenance	The purpose of Basic Preventive Maintenance service is to perform a quick inspection and test to determine the operational condition of a device and enable documentation of the condition.
Full Preventive Maintenance	The purpose of Preventive Maintenance is to service and maintain equipment in order to prevent any failure or shutdown which could negatively affect the operations of METTLER TOLEDO customers. Full Preventive Maintenance OnSite is the comprehensive offering of Preventive Maintenance services delivered onsite on customer devices by field service technicians of METTLER TOLEDO or METTLER TOLEDO-authorized partner organizations. It is comprised of the following procedures: <ul style="list-style-type: none"> ▪ Cleaning of the device ▪ Inspection of the device ▪ Adjustment of the device (if necessary) ▪ Testing of the device ▪ Documentation and confirmation of the healthy working condition of the device
Repair Coverage Full	Repair Coverage Full is a pre-paid annual service offering meant to offer customers additional coverage for their devices in the event any repairs are needed. With Repair Coverage Full, the customer is not billed for these hourly services. Repair Coverage Full includes both labor and spare parts costs, which are also not paid by the customer.
Repair Coverage Labor	Repair Coverage Labor offers additional coverage for devices in the event any repairs are needed. With Repair Coverage Labor, the customer is not billed for labor performed under hourly repair services. The customer would still be billed for any spare parts used during services performed, as Repair Coverage Labor only covers labor costs.
Software Maintenance	Annual Software Maintenance Contract. Benefit from ongoing software improvement process, receive software release documentation. Does not include deployment of software.
Calibrate Basic Test Report (1 Point)	The Calibrate BTC provides the most basic testing assessment of a weighing instrument. The Calibrate BTC service is generally delivered for customers who only need a piece of paper on file stating that their weighing instrument was checked.
Calibrate Basic Test Report (4 Point)	The Calibrate BTC provides the most basic testing assessment of a weighing instrument. The 4 point Calibrate BTC service is generally delivered for customers who only need a piece of paper on file stating that their weighing instrument was checked. This device calibration may document 4 test points including test loads and As-found and As-left test results.
Calibrate BCC	Calibrate BCC service provides a basic certificate level for those who wish to know if their weighing instrument is performing correctly. This service includes eccentricity, linearity, sensitivity and pass/fail assessment of measurements according to manufacturer tolerances. This service does not include measurement of uncertainty, minimum weigh, repeatability, nor 17025.
Calibrate MCC	Calibrate MCC service provides a comprehensive service level offering to demonstrate the instrument is performing as if it were new. It includes eccentricity test, linearity test and repeatability as left. This service does not include measurement of uncertainty, minimum weight nor 17025.

Name	Description
Calibrate SCC	Calibrate SCC service provides a more advanced offering including eccentricity test, linearity test, minimum weight and repeatability as left. In addition, this service can incorporate customer specific tolerances. This service does not include measurement of uncertainty.
Calibrate Local	Weighing performance requirements often vary by regulatory jurisdiction requiring local procedures. This test ensures compliance with local requirements. Seal as appropriate in accordance with local weights and measures regulations. For the NA market, the Calibrate Local service delivers a Handbook 44 calibration certificate.
Calibrate ISO17025	Calibrate ISO 17025 provides an advanced testing assessment of the weighing performance of the instrument. The Calibrate ISO 17025 service is used when the customer needs 3rd party accreditation of the testing. It is used for GWP Verification when in lbs.
Calibrate Custom	The Calibrate Custom certificate can be utilized to sell and deliver non-standard calibration services.
Calibrate Vehicle Advance	The Calibrate Vehicle Advanced provides customers with a Test Report that does include the Repeatability Test.
Calibrate Vehicle Standard	The Calibrate Vehicle Standard provides customers with a Test Report that does not include the Repeatability Test.
Remote Services Agreement	Access to METTLER TOLEDO phone triage for first level response. Shorter reaction time and proposals on how to solve the problem. Allows proactive scheduling of necessary preventive maintenance actions.
Vehicle Scale Jack & Grease	The Maintain Jack & Grease service delivers a detailed inspection of the load cells and maintenance of the load cell receivers to ensure reliability and performance and to extend the service life for the load cells and receivers. The service requires that the scale be taken out of service for a period of time sufficient to permit the scale to be lifted on jacks to remove and inspect the load cells and to inspect and lubricate the receivers.
Vehicle Scale Power Wash	The Maintain Power Wash Service is delivered on Vehicle Scales and is designed to clean the vehicle scale to ensure that the buildup of dirt and debris does not derogate the performance of the scale or result in scale component damage. The procedures for Power Wash include cleaning all dirt and debris from the surface and around the perimeter of the scale. For pit scales, the procedures also includes cleaning of the pit to ensure adequate drainage.