



SERVICE BROCHURE

Full service backup is provided with any product supplied. We can tailor service contracts to your individual needs or you may choose from one of the 3 schedules.

Included in the service contracts are hire machines up to a maximum of 2 weeks if required and only when they are available. Transport charge will be invoiced for delivery.

We also offer a repair/quotation service on all types of weighing, all work is carried out at our factory workshop (see below), for further details and information please contact us

We also offer a full calibration service, all of which is traceable to the National Standards and ISO 9002. [Click here for more details](#)

Here are the three basic service contracts we offer: -

None Inclusive Scheme

Inclusive Scheme

Full Inclusive Scheme

None Inclusive Scheme.

1. The Company will supply an engineer an agreed specified number of times per annum to examine, test and adjust the customers weighing equipment.
2. All traveling and other expenses of the Company's engineers and supervisory staff are included within the regular service calls.
3. All adjustments, testing of the working parts and cleaning are included. For this purpose, adjustment includes only such as can be undertaken on the customers premises, not necessitating replacement of parts, heat treatment or re-stamping.
4. Repairs, re-painting, re-plating, re-decorating and fitting of other parts are not included and will be quoted accordingly.
5. The assistance of the Company's supervisory staff will be available free of charge when ever necessary for consultation on reasonable notice being given by the customer.
6. Should equipment require workshop attention, the Company will hire a temporary substitute (pending availability) for a maximum period of two weeks. The hire is free of charge within this period if the work to the customers equipment is undertaken. Otherwise standard rates apply.
7. Priority undertaking on all repairs.
8. All damage and loss must be paid for on weights and hire equipment.

Inclusive Scheme.

1. Covers above paragraphs 1 to 8.
2. Covers the supply and installation of replacement, either repair, new or modified printed circuit boards (PCBs).
3. For the Company to send an engineer on BREAK DOWN basis between 8.00am-5.00pm including labor mileage and traveling expenses.
4. The Company BREAK DOWN service will cover minor parts such as buttons, switches, ribbons, minor electronic components, cables etc.

5. The Company will include additional calibration cheeks and adjustment, without a calibration certificate either with test weights or substitute methods.

Full Inclusive Scheme

1. Covers None Inclusive paragraphs 1 to 8
2. Covers Inclusive paragraphs 1 to 5
3. The Company will supply and install or repair as it feels necessary any load cell which is faulty.
4. The Company will also cover castings, extrusions, housings and the replacement, repair or modification of the weighing instrument or indicator.

General Terms and Conditions.

1. The Customer will provide unskilled assistance for lifting or removing any test weights or heavy parts and to protect sites when necessary. All employees of the customer providing such assistance shall do so under the supervision of the customer and shall be deemed for all purposes to be in the employment of and acting under the direction of the customer alone
2. The customer will allow to the Company the free use of the customers weights or the Company will lend its standard test weights free of charge whenever required, the customer paying the cost of transit from the Company's works. Maximum period of one week.
3. This contract may be terminated by three months notice in writing given by either party after the expiration of one year from the commencement of this contract. Premium in respect of the unexpired portion of the contract will not be refunded, and must be paid in full prior to cancellation.
4. The Company shall not be liable for the effect of acts of god, fire, civil commotion, war, strikes or lockouts, and claims for consequential loss of profits, howsoever arising.
5. The liability of the Company will cease if the scales are repaired or interfered with by any person other than the Company's representative, or if accessories other than those supplied by the Company are fitted without the written approval of the Company previously obtained, or if the yearly premium remains unpaid for 14 days after the date when it became due and payable as specified in the third column of the first schedule overleaf or if the customer shall fail to observe or perform any of the customers obligations herein contained.
6. The Company reserves the right to amend the amount of the annual premium subject to the agreed period of the notice (see paragraph 3 above).
7. None of the maintenance schemes facilitate the provision of replacement batteries or battery chargers.