

Extended Warranty

Continuous Coverage, Optimum Performance



Uptime

Your instrument's availability is critical to you. You expect your instrument to be up and running under any circumstance. METTLER TOLEDO Service optimizes the uptime of your instrument and provides you with support when and where you need it.



Performance

To optimize hardware and software performance, comprehensive Installation, Calibration services, Preventive Maintenance and Full Service support programs are available. All services are performed by METTLER TOLEDO engineers to ensure the system is performing to specifications.



Compliance

You want to be sure that your measurement results meet any and all internal and external requirements. Annual on-site Calibration by METTLER TOLEDO ensures you stay compliant and you have peace of mind and confidence regarding your measurement results.



Expertise

METTLER TOLEDO services enable your team to operate more efficiently and effectively – from instrument troubleshooting trainings and documentation to expert seminars. Technical seminars and customized application training from our team of Technology and Application Consultants help ensure the maximum return on your investment.



Ensure uninterrupted coverage and peace of mind beyond the standard warranty period. This is particularly important as the instrument utilization rate increases and a loss of Uptime, Performance or Compliance is unacceptable.

Extended Warranty combines maintenance coverage with annual on-site Calibration services. By providing cost-effective access to critical parts and technical expertise, Extended Warranty Coverage:

- Increases productivity by ensuring availability to users
- Enhances instrument value
- Provides Calibration services
- Includes Preventive Maintenance
- Provides immediate discounts and savings

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When a new instrument is initially installed and commissioned, calibration verification is completed to ensure operation is within specification. Extended Warranty lengthens the feature-rich one-year warranty for an additional two or three years. Extended Warranty not only offers predictable support expenditures, it also provides access to the manufacturer's unparalleled product expertise and repair facilities.

Increased Productivity

Extended Warranty guarantees that the instrument is Calibrated on site, every year as part of Preventive Maintenance ensuring instrument Uptime, Performance and Compliance with quality and regulatory requirements. And should repairs be required, timely response to the company site ensures minimal downtime.

Enhanced Value

Available for an additional two or three years, purchasing Extended Warranty at point of sale provides price assurance for the term, ensuring the investment cost is optimized with Total Cost of Ownership (TCO) because all travel, labor and parts are included.

Calibration

Instrument results need to be accurate and precise. Regular calibration is important to detect, correlate, report or eliminate by adjustment, any discrepancy in accuracy as compared to the instrument standard.

Preventive Maintenance

Preventive Maintenance helps ensure instrument Uptime, Performance, and Compliance with quality and regulatory standards. Through on-going scheduled maintenance, productivity is improved by reducing the need for service calls, therefore reducing downtime.

Immediate Savings

With the Extended Warranty program, additional services, accessories or spare parts are available at a 5-10% discount* immediately after installation.

*Discounts only available to eligible customers in USA, Canada and Puerto Rico



Services and Programs	Benefits
Calibration	Ensures accurate and repeatable results, providing confidence that experimental and process data is correct
Preventive Maintenance	Prevent failure and improve reliability and uptime with the convenience of an annual on-site maintenance by a trained METTLER TOLEDO Field Service Engineer
On-site Service	Timely response to the company site ensures minimal downtime; all travel, labor and parts included
Depot Repair	When the issue requires factory service, the instrument will be shipped to the factory and handled by our manufacturing team; all labor and parts included
Fixed Costs	Cost-effective control of unexpected expenses allows Total Cost of Ownership (TCO) and ensures no surprises
Discounts	Save money on spare parts, consumables, accessories and value-added services



The METTLER TOLEDO Service Team knows what it takes to get the best from your instrument. Ensure optimal equipment **Uptime, Performance, Compliance** and **Expertise** needed to maximize your investment.

Take advantage of the experience, skills and thorough know-how of dedicated METTLER TOLEDO Field Service Engineers strategically located around the world and in your area – ensuring availability for a timely response.

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