

## Full Service Coverage Optimize Your Technology Investment



### 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.



Unplanned instrument downtime can negatively affect virtually every aspect of your work— from productivity to cost control. At the same time, funding for repairs is becoming increasingly challenging. How can critical equipment assets be kept up and running?

The Full Service Coverage option combines on-site calibration services with annual Preventive Maintenance visit and total coverage for repairs. By providing cost-effective access to critical parts and technical expertise, Full Service Coverage:

- Extends the useful life and utility of the instrument
- Keeps older instruments up to 'like-new' capabilities
- Increases productivity by improving availability to users
- Priority response and support

## Full Service Coverage

### Optimize Your Technology Investment

The all-inclusive Full Service Coverage option includes on-site Calibration and Preventive Maintenance. It also includes all labor, parts and travel. Full Service Coverage is the most cost effective option providing complete coverage, priority response and optimum savings that extends equipment lifecycle.

#### Increased Productivity

Full Service Coverage guarantees the instrument will be 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, Full Service Coverage provides price assurance for the term, ensuring investment value is enhanced by optimizing 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 of the instrument measuring device being compared to the 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

Full Service Coverage provides a 5-10% discount\* on additional services, accessories or spare parts, which means items can be purchased to ensure high utilization and productivity.

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



Services and Programs	Benefits
Preventive Maintenance	Prevent failure and improve reliability and up time with the convenience of annual on-site maintenance by a trained METTLER TOLEDO Field Service Engineer
Calibration	Ensures accurate and repeatable results, providing confidence that experimental and process data is correct
On-site Service	Timely response to your site ensures minimal down time; 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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